

Rights of the Patients

1. The patient has the right to be treated in respect to human dignity.

It's a fundamental right, which acquires particular importance in situations of disease. It should be respected by all the professionals involved in the process of care taking, namely in the technical aspects, hosting, guidance and reference of the patients.

It's also indispensable that the patient should be informed about the identity and occupation of all the people that participate in his treatment.

This right also covers the conditions of the facilities and equipments that must provide the comfort and well-being required by the situation of vulnerability in which the patient stands.

2. The patient has the right to be respected in relation to cultural, philosophical and religious convictions.

Each patient is a person with their own cultural and religious convictions. The institutions and health care units must respect those values and provide their satisfaction.

The support of the family and friends should be facilitated and encouraged.

Equally, it should be proportioned the spiritual support required by the patient or, if necessary, by whom who legally represents him, in accordance to his convictions.

3. The patient has the right to receive appropriate care in relation to his health, under preventive, curative, rehabilitating and terminal care.

The health services must be accessible to all citizens, in order to provide, swiftly, the technical and scientific care which ensure the improvement of the patients condition and recuperation, and also a deserved human monitoring of terminal situations.

Under no circumstance should the patient be discriminated.

Existing resources are fully put to the service of the patient and the community, within the limits of available funds.

4. The patient has the right to continued care.

In case of illness, all citizens have the right to obtain from the different levels of care (hospitals and health centres) a prompt and efficient response that provides the necessary follow-up until their complete recovery. For that, hospitals and health centres must be coordinated, in order to prevent breaks in care that may cause harm to the patients. The patients and their families are entitled to be informed of the reasons for the transfer of one level of care to another, and be cleared that the continuity of performance is guaranteed. The patient and his family are provided the essential knowledge and information about the care the patient should continue to receive at home. When necessary, home or community care should be made available.

5. The patient has the right to be informed about the existing health services, skills and levels of care.

The citizen has to be provided information about local health services, regional and national resources, skills and levels of care, standards of organization and operation, in order to optimize and turn more convenient their use. Service providers at different care levels must ensure the patient is always accompanied by relevant diagnostic and therapeutic elements in order to ensure a line of continuity in the treatment. Thereby, it's possible to avoid new exams and treatments, painful to the patient and expensive to the community.

6. The patient has the right to be informed about his health situation.

This information should be provided in a clear way, and should always take into account the personality, educational level, clinical and psychical condition of the patient.

Specifically, the information should contain details of the diagnosis (type of disease), prognosis (the disease), treatments to be made, possible risks and possible alternative treatments. The patient may not wish to be informed about his health status, pointing, in its discretion, who should receive the information instead.

7. *The patient has the right to obtain a second opinion on his health situation.*

This right, which results in obtaining an opinion from another doctor, allows the patient additional information about his health, giving him the chance to decide, more enlightened about the next step in the treatment.

8. *The patient has the right to give or withhold consent before any medical procedure or participation in a research or clinical training.*

Except in particular cases, the patient can decide clearly and freely, if he/she accepts or denies a treatment or a procedure, as well as changing a decision.

The intent is to ensure and stimulate the right to self-determination, that is, the capacity and the autonomy the patients have to decide on their own.

Consent may be assumed in emergency situations, and in case of failure, this right should be exercised by the legal representative of the patient.

9. *The patient has the right to confidentiality of all clinical and self identification information.*

All information concerning the health of the patient, clinical presentation, diagnosis, prognosis, treatment and personal data are confidential. However, if the patient gives his consent and there is no harm to others, or if the law provides it, this information may be used.

This right includes the obligation of confidentiality, to be respected by all the active staff in the health services.

10. *The patient has the right to access the data recorded in his medical file.*

The clinical information and the identification of the patient are contained in his medical file.

The patient has the right to be informed about the data recorded in his medical file, and this should be provided in an accurate and insightful way.

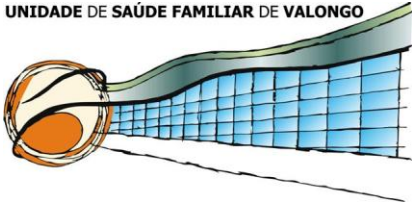
The omission of some of these data is only justified if the disclosure is considered detrimental to the patient or if they contain information about third parties.

11. *The patient has the right to privacy, while being provided any medical procedure.*

The provision of health care is carried out in strict compliance with the patient's right to privacy, which means that any act of diagnosis or therapy may be executed only in the presence of key professionals to its execution, unless the patient consents or asks for the presence of other elements. The private life of the patient can not be compromised, unless it's essential to the diagnosis and treatment, or if the patient authorizes it.

12. *The patient is entitled, by himself or by his successors, to make suggestions and complaints.*

The patient, his successors, and representative organizations can assess the quality of care and make suggestions or complaints. To this end, the health services present, the customer's office and the book of claims. The patient must always receive a reply or information about the outcome of their suggestions and complaints in a timely manner.



Duties of the Patients

- 1.** *The patient has the duty to ensure his state of health.* This means that he should seek to ensure a complete restoration and also participate in the promotion of his own health and the health of the community in which he lives.
- 2.** *The patient has the duty to provide health professionals all the information necessary in order to obtain a correct diagnosis and appropriate treatment.*
- 3.** *The patient has the duty to respect the rights of other patients.*
- 4.** *The patient has the duty to collaborate with health professionals, respecting and accepting freely the advice recommended.*
- 5.** *The patient has the duty to respect the rules of operation of health services.*
- 6.** *The patient has the duty to use health services appropriately and to work actively in order to reduce unnecessary spending.*