



Rights of our users

Receive



- Health services and technologies quickly, opportunely and continuously.
- Care that maximize results and minimizes risks.
- Care from knowledgeable and experienced professionals.
- Dignified, equal, inclusive and equitable treatment.
- Care in a friendly environment.
- A second opinion from a professional who is within the offered network.

Be informed about



- The health state through clear and understandable language.
- Healthcare promotion.
- Advisory on the voluntary interruption of pregnancy, assuring a suitable professional and without conscientious objection.
- The health system, your rights and costs of services.
- Reasons for the non-authorization of the service in writing.
- How and where petitions, complaints, claims, requests (PQRSD) are being presented.
- The non-charge of moderator fees for catastrophic or high-cost illnesses.
- The right to the participation of your family in the care process.

Choose



- Whether to accept the treatments that are indicated and that the legal representative of the patient with a disability condition can decide, consent or disagree on the proposed treatments.
- The professional within the network offered for your care.
- To participate in research or care by trainees.
- To die with dignity.
- To donate and blood transfuse.
- Whether or not to receive spiritual support.
- To participate in investigative processes by the staff and in case of refusal, this does not become a barrier to medical care.

The confidentiality and privacy



- Of the clinical history and personal data.
- At the time of care.
- Of the sexual and reproductive rights of the adolescent and the general population.

Express



- Concerns, desires, needs and decisions during care.
- Your health care decisions in an advance directive document.



Duties of our users

Cumply



- Comply with appointments, medical instructions, schedules, health system policies and institution standards.
- With the payment of moderator fees.
- With the policy of non-use of tobacco, alcohol and psychoactive substances within the institution.

Act



- Act, care and make rational use of health resources, facilities, supplies or devices for medical use delivered.
- Act in good faith in view of the health system.
- Act on the comprehensive care of your health and your community.
- Act in solidarity in situations that endanger the health or life of people.

Inform



- The requested data in a truthful, clear and appropriate manner for the purposes of the service.
- Report any act or fact that affects the health system to which it belongs to.

Respect



- Health personnel, support staff and users during care.
- The decisions made in care, adequately expressing their disagreements.



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