

# RIGHTS AND DUTIES

## PATIENT RIGHTS

- The patient, responsible or family member, have the right to receive sufficient, clear, timely and truthful information, such as guidance on the services provided by the IPS and on the staff that care for them, in the same way this right establishes the obligation to provide adjusted information. to the reality of the diagnosis and treatment to follow to improve your health or maintain your quality of life.
- Receive humanized attention respecting their beliefs and customs, as well as respect for their autonomy over the disease or pathology presented.
- Access services in a timely and efficient manner, maintaining clear and complete communication both with the healthcare professional who attends you and with the interdisciplinary team that makes care management possible.
- Accept or reject in writing the procedures prescribed by the health professional who treats you.
- To guarantee the confidentiality of all the information related to your illness and care process except in the case of legal requirement.
- Be heard and get a timely response to complaints, claims or concerns.
- Choose the professional for care.
- Dying with dignity and respect of his will by requesting that the death process continue in its natural course in the terminal phase of his illness.
- Right to receive or refuse spiritual and moral assistance, including from a minister of the appropriate religion.
- Receive health services in compliance with the conditions of hygiene, security and respect for their privacy.

## DUTIES OF PATIENTS

- Promote your self-care, that of your family and that of the community.
- Use properly the services to which you are entitled, taking care of and making rational use of health resources and services.
- Comply with the responsibility of paying the copayment for the approval of the service that may take place.
- Act in good faith against the health system.
- Provide truthful, clear and complete information about your state of health.
- Attend promptly the recommendations and instructions of the professionals who provide health care.
- Treat with dignity and respect the human personnel who serve them.
- Comply with the rules of the general health social security system.
- Inform in case of any inconvenience, suggestion or complaint to our PBX telephones (1) 640 1324 or to the email [atencionalusuario@respirarsalud.com](mailto:atencionalusuario@respirarsalud.com)