

Patient Rights and Responsibilities

RIGHTS

Receive the best care based on dignified and humanized treatment, and be able to express in writing your experience with the care received.

Accept or refuse treatments proposed by the medical team, have a responsible physician assigned, and/or request a second medical opinion.

Be informed about the costs of care and any necessary administrative procedures.

Receive safe and high-quality care according to your condition and the institution's availability.

Privacy and confidentiality in the handling of personal information and medical records.

Actively participate in the clinic's actions and decide whether to take part in educational or research activities.



RESPONSIBILITIES

Take care of your own health, that of your family, and your community.

Treat healthcare staff and other users with respect.

Provide truthful, timely, and clear information about your health condition and social security status.

Follow the clinic's safety instructions and regulations.

Fully comply with medical orders and prescribed treatments—or accept the consequences of not doing so.

Use the institution's resources, facilities, equipment, and services responsibly, and safeguard your personal belongings.

