

Rights and Responsibilities

Of the patient



According to Resolution 13437 of 1991 from the Ministry of Health

Clínica El Rosario, respecting the dignity inherent to each person and following ethical-legal guidelines, adopts the Rights and Responsibilities of the patient as basic principles for humanized service centered on the person

You have the Right to:

Welcome and dignified treatment, without discrimination, that respects your beliefs and customs

01

To have your needs listened, during the care process and to be taken into account

02

Comprehensive, timely, humanized and safe care

03

Understandable communication, appropriate to your condition throughout the entire care process

04

Respect for your religious beliefs and to receive spiritual support, if you wish

05

Your Responsibilities are:

To treat the staff with respect and support the rules and coexistence

Provide complete and reliable information to the staff attending you

Collaborate in your care and follow the recommendations of the healthcare team

Ask questions and clarify your doubts, take care of your belongings

Respect the religious beliefs of the institution and of other people

Amor que acompaña y servicio que alivia

You have the Right to:

Privacy and confidentiality of your **information**, except when required by law.

06

Timely **pain** management

07

Have your **autonomy respected** in making decisions related to your care, treatment and procedures

08

Choose the physician for your care and request a **second medical opinion**, according to the Clinic's available resources

09

Receive **information** about service costs, how to share your experience with the service, and other administrative aspects

10

Be **informed** about **research studies**, and to have your decision to participate or not respected

11

Have your **decision to donate** or not your organs respected

12

Experience a **dignified death**: in the company of your family, without pain, thirst, hunger or abandonment

13

Your Responsibilities are:

Indicate in writing the person or representative authorized to receive information and access your medical record

Participate in decision-making and assume responsibility for those decisions

Provide **written consent** for procedures, treatments, or situations that require it

Make **rational use** of the services and cooperate with safety protocols and regulations

Pay on time for any costs not covered by your insurer and use the mechanisms established by the Clinic for feedback and suggestions

Sign **informed consent documents** for your participation in research studies

Leave written documentation of your decision **not to donate** your organs

The family must **ensure accompaniment**