

# 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

### Your Responsibilities are:

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

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

02

**Provide complete and reliable information** to the staff attending you

**Comprehensive, timely, humanized and safe care**

03

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

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

04

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

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

05

**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**

