



Patient Rights

1 Freely choose the doctor or health professional, as well as to the health institution that will provide the required care with the available resources.

2 Enjoy a Full and clear communication with the doctor in accordance with their conditions, so that the patient has sufficient information regarding the disease they suffer from, its prognosis, treatment alternatives, and the risks they entail. You, your family members and representatives, in the case of unconsciousness or minority, have the right to consent to or reject such procedures, leaving a written record of your decision.

3 Receive a dignified and considerate treatment, respecting their beliefs and customs, as well as to express their opinion about their illness.

4 That the information contained in your Clinic history be treated in a manner confidential and that it may only be known with your authorization, except in cases determined by law.

5 Give him the best medical assistance available throughout the entire process of the disease, respecting their wishes regarding the proposed treatments, as well as the request for a second opinion by the medical team.

6 Receive attention from emergencies without any condition, and also to receive information about the costs of services, both from health professionals and from the Clinic.

7 Receiving or refusing spiritual, moral or religious support, according to their convictions.

8 That they respect her willingness to participate or not in research carried out by scientifically qualified personnel. Likewise, to be informed about the objectives, methods, possible benefits, foreseeable risks and inconveniences that the research process may entail.

9 May your rights be respected Willingness to refuse organ donation so that these can be transplanted to another patient, having previously complied with the legal requirements.

10 Dying with dignity and that his or her will to allow the death process to follow its natural course in the terminal phase of the illness is respected.



Duties of patients

- 1 Offer a dignified, respectful treatment and considerate to all the staff at the Clinic, as well as the other patients and their families.
- 2 Give truthful information about your medical history and other information requested by the Clinic staff. Follow the medical instructions and those of other members of the health team, in cases where you have accepted treatment.
- 3 Taking care of your health and that of your community.
- 4 Do not discriminate to any person, on the basis of race, sex, condition, religious affiliation or otherwise.
- 5 Comply with and enforce the Constitution, laws and other regulations; as well as the Clinic's internal policies and regulations.
- 6 Know, exercise and comply with full responsibility, the rights and duties granted and imposed by the social security system in health, as well as the content of the additional health plan that has been acquired. Highlighting, due to its importance to the community, the duty to do rational use of health services.
- 7 Report to the Clinic staff any situation that you consider abnormal or that may violate your rights as a human being and patient.
- 8 Respect the indications contained in the information brochures to patients of the Clinic.
- 9 Give a careful treatment of goods property of the Clinic that are at your service.
- 10 Pay the bill corresponding to the services received, both from health professionals and from the Clinic.