




 **Be informed** regarding administrative processes and care, in a clear, timely, and understandable manner.


Choose, accept, or reject the treatment of the illness and have a physician responsible for my care, and/or request a second medical opinion.




 **Receive humanized care** in a timely manner and to receive a dignified, respectful, and ethical treatment, and be able to submit suggestions, complaints, or compliments regarding the care received and to receive a timely response to them.

Receive Safe Care of excellent quality in accordance with the illness and with Institutional availability.




 **Privacy and confidential handling of information**, respecting my intimacy during care and in the scientific research studies in which I may participate.

Participate actively in the actions of the clinic and decide on participation in teaching and research activities.




 **Take care** of my health and that of the community.


Attend appointments and scheduled procedures punctually and, in case of not being able to attend, notify in advance.



 **Treat with respect and dignity** the people who attend to me and other users.


Provide true information regarding my affiliation to the health social security system and comply with the requirements that are demanded in the clinic for administrative purposes.



 **Comply with safety norms and instructions** of the Clinic (acting in a solidary manner in situations that endanger the life or health of persons).

Take care of and make rational use of resources, installations, equipment, and services of the Clinic and ensure the care of my belongings.



 **Provide true and complete information** regarding my health background, symptoms, and illnesses to the treating medical team, as well as provide the information required for medical care and contribute to expenses according to economic capacity.

Comply with medical orders and the ordered treatment plan in full, otherwise, accept the consequences.

