



Patient Rights and Responsibilities

AS A PATIENT, YOU HAVE THE RIGHT TO:

Access Healthcare Services:

1. Receive emergency care without the requirement to provide any identification document.
2. Make your own free choice of doctor.
3. Receive medical attention with freedom of clinical judgement.
4. Ask for a second medical opinion.
5. Receive proper and required evaluation, treatment, medication, and services.

Provide a Written Informed Consent

In the following situations:

- a. When there is a need of performing risky tests, surgery, contraception surgery or any other procedure that might affect your physical integrity, except for when you are facing an imminent life-threatening situation.
- b. When you agree for analysis, treatments, or images to be used for educational or training purposes.
- c. Before you take part in medical research studies.
- d. Before you receive drugs and/or procedures that are within a trial phase.
- e. When you decide to discontinue or to decline recommended treatment, except for when your condition is a life-threatening one and/or poses risk to public health safety.
- f. When the patient receives palliative care.

AS A PATIENT, IT IS YOUR RESPONSIBILITY TO:

1. Give timely, accurate, true, and complete information about your health, including your previous treatments and knowledge of your condition or lack of thereof in order to obtain a proper diagnosis, treatment, and prognosis.
2. Follow the hospital's rules and regulations, and the instructions given by your caregivers. Also, take proper care of the hospital's equipments, furniture, and infrastructure.

Access to Information

1. Be adequately and timely informed about your rights as a user of health services.
2. Know the full name of the doctor who is in charge of your treatment as well as the names and roles of other professionals providing you care.
3. Receive in a gentle and respectful manner required and sufficient information about the services' terms of use before receiving any medical attention.
4. Receive required and sufficient information about your transfer within the hospital or to another facility, and agree to or refuse to be transferred, except for when a hospital's representative justifies the need to do so.
5. Receive required and sufficient information about the norms, regulations, and/or administrative policies related to your medical attention.
6. Be told by your doctor, in a language or method you can understand; complete, accurate and continued information about your illness and treatment options.
7. Request your voluntary discharge (Alta Voluntaria o Retiro Voluntario) by communicating your decision to the doctor who is in charge of your treatment.
8. Choose whether or not to receive a recommended treatment.
9. Be informed about the benefits and risks of drugs or treatments that are within a clinical trial phase.

3. Respect the privacy and beliefs (political, religious, cultural, etc.) of other patients and their relatives.
4. Treat your caregivers, other patients and their relatives with respect and dignity.
5. Undertake your treatment with utmost care, following your caregivers' instructions and advice.

Medical Attention and Health Recovery

1. Receive medical treatment from certified healthcare professionals.
2. Have your dignity and privacy respected whenever you receive medical attention, and receive a non-discriminatory attention.
3. Receive scientifically proven treatments, although they may cause some adverse reactions and/or known side effects.
4. Preserve your personal safety by not being bothered or exposed to any risk by people who are not part of the hospital's staff.
5. Authorize the presence of a person of your choosing at a test or surgery, whenever your doctor agrees so.
6. Receive a respectful approach towards the end of life resulting from a terminal illness.

Protection of Patient Rights

1. Have your concerns and/or complaints heard and resolved whenever you feel dissatisfied with the received service.
2. To receive immediate treatment and to request compensation through the assigned procedures for any damage caused by the hospital.
3. Access your Medical Record and Epicrisis.
4. Confidentiality of the information included in your Medical Record.

6. Honor the commitments made with the hospital.
7. Abide by the hospital's safety rules.

At Clinica Ricardo Palma, the Patients Rights and Responsibilities correspond to the Regulation of Act No. 29414, which establish the rights of users of health services.