

# Patient Rights and Responsibilities

## Rights

1. To receive adequate healthcare for your condition and within the centre's possibilities, without suffering discrimination based on age, gender, ideology, religion, or socioeconomic condition.
2. Likewise, the right to respect for your personhood, human dignity, and intimacy, with no belief-based distinction.
3. To know, at all times, what your state is, and to receive comprehensible information about the diagnosis, treatment, prognosis, and evolution of your illness, as well as to know the different therapeutic alternatives and the nature of the risk each of them may carry. This right is guaranteed by the physician responsible for your care.
4. To know the names of the people in charge of your care, and to also know the person or people to whom you may ask questions or present complaints that are not strictly medical.
5. To respect for the confidentiality of the data related to your health, concretely any and all information related to your process and stay in the hospital.
6. To preserve your intimacy.
7. To have the people linked to you through family or factual reasons, in the measure that you explicitly or tacitly allow it. If you do not wish for information to be provided to a close family member, you must explicitly inform your physician of this.
8. To be informed about use of the diagnostic and therapeutic processes you received, if the case may be, in teaching or research projects, which in no case may result in additional danger to your health. In any case, your written consent will be requested.
9. To freely decide, after having received adequate information, between the clinical options available presented by the physician responsible, except:
  - When you are not capable of it, in which case the decision shall be made by your legal representative or a person with a family or factual relationship.
  - When there is immediate risk to your physical or psychic integrity and it is not possible to obtain your authorisation, consulting, when circumstances allow for it, your family members, or people with factual relationships to you.
  - When there is risk to public health.
  - When there is an explicit legal mandate.
10. To refuse the treatment prescribed and revoke informed consent, except in the cases stated above; this must be stated in your medical records.
11. To express, in advance, in writing, and in particular through Advanced Directives or Prior Instructions documents, the instructions that must be considered when you are in a situation in which circumstances do not allow you to personally make your wishes known.
12. To receive documentary information regarding the whole process of your illness, to receive a discharge report at the end of your stay at the centre, and to present the suggestions and complaints you may have about the centre's operation, directly to the Patient Support personnel.

## Responsibilities

1. To provide information regarding your state or your health faithfully and truthfully, and to collaborate in its procurement, especially when it is necessary for public interest reasons or for the provision of healthcare.
2. Patients must respect the centre's norms, collaborating with its operation, caring for the facilities, and treating both personnel and other patients with respect.
3. At the moment of admission, patients must provide information on the responsible person that the centre should contact if needed, as well as the data of the entity that will cover the expenses incurred during their stay.
4. In case of complaints, patients must use the channels and means established for this effect.
5. If patients leave the centre of their own free will, they must sign a "Voluntary Discharge" document, which releases the centre from any responsibility for this decision.
6. Smoking is forbidden in all areas of the centre. It is important to remember that smoking seriously harms your health.
7. To sign, once informed and once any questions about it have been answered, the consent corresponding to the process you will undergo or, in case you are refusing the proposed treatment, the document stating this refusal.