



Know your rights and duties as a patient

Our clinic promotes, respects and fulfills the **Rights and Duties of users and their families**, always inspired by their well-being and seeking to satisfy their expectations.



For more information go to www.clinicasomer.com

Your rights

Our users will enjoy the following rights regardless of race, sex, age, religion, cultural identity, economic position, sexual preferences, political opinions or of another kind.

To receive high quality care



- Guarantees access to health services and technologies.
- A dignified and respectful treatment.
- Privacy and confidentiality conditions.
- Timely and continuous manner in accordance with your needs.
- Unnecessary paperwork.
- Enjoying the accompaniment of your family
- Highest levels of security.
- Clean comfortable and safe facilities.

To be informed and receive education about...



Your rights and duties as users of health services.



Everything related to your care process.

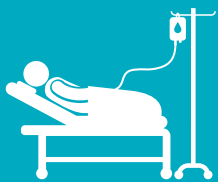


The contents of your medical history for free.

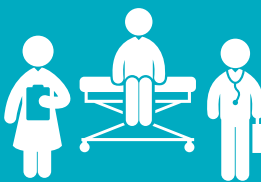
How to take care and protect your health and that of your family.



To choose....



Among the options offered for your care and treatment, with full respect for your autonomy.



The professional who will attend you, within the possibilities offered by the clinic.



whether or not you participate in research.



If you accept it in your attention, the participation of training personnel.

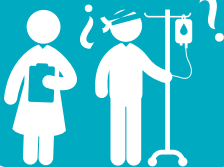
If you want to request a second opinion about your diagnosis and treatment.



To be heard....



When you want to express your opinions about the service received.



When you have concerns about your disease, prognosis and treatment.



In the participation spaces established by the health system.

Your duties



1. Take care of your health, that of your family and community.

2. Give a dignified and respectful treatment to all the staff of the institution and other people with whom you have contact during care.



3. Adhere to scheduled appointments and procedures.



4. Comply with the instructions and recommendations given.



5. Make good use of health services.



6. Provide complete and truthful information and documentation.



7. Take care of the clinic facilities.

8. Pay for services provided, according to the rules of the health system.

