



(Law No. 15/2014, of March 21, in its current version)

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## PATIENTS RIGHTS

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1. The Patient has the right to choose health care services and providers.
2. The Patient has the right to be treated with respect for the human dignity.
3. The Patient has the right to respect for their cultural, philosophical and religious convictions.
4. The Patient has the right to receive appropriate care to their health status, within the scope of preventive, curative, rehabilitation and terminal care.
5. The Patient has the right to continued care.
6. The Patient has the right to be informed about existing health care services, their competencies and levels of care.
7. The Patient has the right to be informed about their health situation, available treatments and probable evolution of their health condition.
8. The Patient has the right to obtain a second opinion about their health situation.
9. The Patient has the right to give or refuse their consent, freely and clarified before carrying out any medical procedure or participating in clinical research or education.
10. The Patient has the right of privacy and protection of personal data,, as well as confidentiality of all clinical information and identifying elements that concern them.
11. The Patient has the right to privacy in the provision of any and all medical procedures.
12. The Patient has the right to access their medical records.
13. The Patient has the right to present complaints and claims, either by themselves or through an intermediary.
14. The Patient has the right to establish entities that represent them or defend their interests.
15. Minor or incapacitated Patients have the right to Legal Representation, within the limits legally conferred.
16. The Patient has the right to be accompanied, under the terms provided for in applicable legislation.
17. The Patient has the right to give their express consent for the purposes of image or video capture.

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## PATIENTS DUTIES

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1. The Patient has the duty to take care of their health condition, ensuring their most complete recovery and also participate in the promotion of their own health and that of the community in which they live.
2. The Patient has the duty to provide healthcare professionals with all the information necessary to obtain a correct diagnosis and appropriate treatment.
3. The Patient has the duty to respect the rights of other patients.
4. The Patient has the duty to collaborate with healthcare professionals in all aspects relating to their situation, respecting the recommended instructions that are freely accepted by them.
5. The Patient has the duty to respect the rules and operation of health services.
6. The Patient has the duty to appropriately use health services and actively collaborate in reducing unnecessary expenses.
7. The Patient has the duty to pay the costs arising from the provision of health care, whenever this obligation is aplicable.
8. The Patient has the duty to respect the prohibitions on capturing images (photography) and video (filming) ruling in the Hospital.