

derechos

deberes

**My  
Rights and  
Obligations  
as  
a Patient**

paciente

**INGLÉS**



**Junta de  
Castilla y León**

“All the actions  
performed with regard to  
health will be based on  
the principles of the utmost  
respect for status,  
dignity and  
non-discrimination.”

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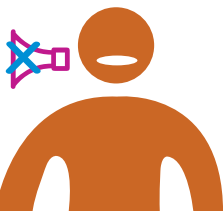
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Rights

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**derechos**





My right to

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## confidentiality and privacy

- Privacy in relation to medical interventions and confidentiality in relation to information concerning my health with no access being permitted to such information without prior consent as provided for by law.
- The utmost respect for the privacy of my body, whereby the presence of those (students, researchers, etc.) who do not collaborate directly in providing healthcare must be within reason.
- Assistance in being accompanied by a relative or trusted person unless it is inadvisable or incompatible with the healthcare being provided.

During the birthing process, the right of the future father or other person to be given access to the dilating room and the birthing room unless clinical conditions make this inadvisable.

# R I G H T S

Minors will have the right to be accompanied by their parents, tutors or guardians unless this compromises their treatment. In the same circumstances, the disabled will have the right to be accompanied by those in charge of their custody and protection.

- Limited recording and distribution of my images in the terms established by the standard in force.
- Confidentiality with regard to my genetic heritage and the prevention of such information being used for any type of discrimination.
- Confidentiality with regard to information concerning my beliefs, tendencies, sexual orientation, the fact of having been the victim of abuse and, in general, any other data and information that could be of special relevance for safeguarding my personal and family privacy. All of the above without affecting the possible waiving of confidentiality in compliance with communication and complaint obligations.



My right to

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## healthcare information

- Knowledge, with regard to any action in the area of my health, of any available information except for suppositions excluded by legislation.
- Respect for my wish to not be informed except in those cases determined by law. This right will include the possibility of designating another person to receive such information.
- The receipt of information firsthand and, if applicable, through a legal representative or authorised person in an understandable manner, accurately, adequately and with sufficient notice. In the case of minors, the information shall be provided using language appropriate to their age, maturity and psychological condition in the conditions legally established.

# R I G H T S

- Knowledge of the places and times of healthcare information, as well as those being documented and visible in the places reserved for such purposes.
- To prohibit, in writing, that other people are informed as well as to revoke such a prohibition, in writing, without affecting the restrictions derived from the provisions contained in the legislation regarding special measures in the area of public health or any other that is applicable.
- The designation of a doctor for me who is responsible for the process and coordinator for the actions with the healthcare team and, in the event, a nurse responsible for monitoring the care plan as well as for knowing the identity of these individuals. Both professionals will guarantee healthcare information without affecting the responsibility in the information process of other professionals who intervene.





My right to

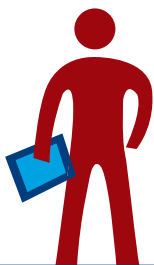
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## information about health services

- Access to information on the economic cost of the care and services I receive.
- Entitlement to request the User Information Guide from the centre, service or establishment in question.

In addition to these rights, if I am a user of a public centre, service or establishment in the Region I will also have the following rights:

- The receipt of information on the services and care units available, their quality and the conditions for accessing and using them.
- The receipt of preliminary information corresponding to selecting healthcare professionals and the centre, under the terms and conditions as legally established.



My right to

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## make complaints and suggestions

- Complaints with regard to operational defects, structure, resources, organisation, treatment, assistance or other similar issues regarding the centres, services and establishments.
- Suggestions that have the purpose of promoting improvement in the level of compliance and observation of the rights and obligations of the users, of the operation, organisation and structure of the centres, services or establishments, of the care and attention of users and, in general, of any other measure that would entail an improvement in the quality or greater degree of satisfaction of patients.

In both cases, I will have the right to receive a reasoned response in writing within a period of thirty days unless the complaint or suggestion has been submitted anonymously.



My right to

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## self-determination

- The free choice, after being appropriately informed, from amongst the different options that the professional in charge presents me with for the application of a diagnostic, prognostic or therapeutic procedure.
- My writing consent for surgical interventions, diagnostic and therapeutic invasive procedures and, in general, health procedures which suppose obvious and foreseeable risks and side effects, likely to have an effect on my health (and the foetus in the case of a pregnant woman), as well as to obtain a copy of the document.
- Free revocation of my writing consent at any time.
- My refusal to undergo a diagnostic, prognostic or therapeutic procedure except in specific cases determined by law.
- Declaration in advance of decisions regarding my own health in the event of a situation where I am unable to express them (advanced directives), and to revoke them at any time.

# R I G H T S

- Notification if the prognostic, diagnostic and therapeutic procedures I am to undergo are experimental, in the process of scientific validation or can be used in a teaching or research project. These procedures may not, under any circumstances, assume an additional hazard for my health.
- Availability of the preparations of tissues or biological samples for the purpose of obtaining a second opinion or to guarantee the continuity of care in another centre, service or establishment.
- My refusal to allow the conservation and use of my tissues or biological samples for licit purposes other than those underlying the biopsy or extraction.

In addition to these rights, if I am user of a public centre, service or establishment in the Region I will also have the following rights:

- A second medical opinion, in accordance with the specific regulation established for such purposes.
- The free selection of health professionals and centre, in accordance with the provisions of the applicable legislation.



My right to

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## healthcare

If I am a user of a public centre, service or establishment in the Region I will also have the following rights:

- The right to healthcare and services, individual and collective, in accordance with the provisions of the standard in force.
- The right to the programmed health services with specialised care being provided for me within maximum periods previously defined and known, under the terms and conditions established by law.
- The availability of a private room in accordance with legal provisions.



My right to

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## health documentation

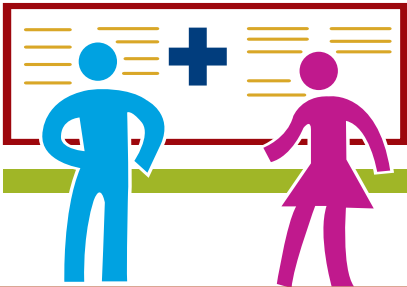
- There must be legible proof in writing, or on a suitable technical support, of the information obtained during all my healthcare procedures.
- Access to my clinical records and a copy of the information featured therein under the conditions legally established.
- The protection of my anonymity when access to my clinical records is required for judicial, epidemiological, public health, research or teaching purposes, by separating personal information from clinical-care information with the legally established exceptions.
- Health centres must establish an active and diligent custody mechanism for my clinical records.
- Receipt of a discharge report once the treatment process has been completed.
- The request for accreditation certificates regarding the state of my health in accordance with the legislation in force.

# Obligations

**deberes**







## My obligations

- I must take active responsibility for my own health.
- I must take my own decisions with regard to my health, state these in writing and sign the voluntary discharge document in accordance with the provisions of the legal code.
- I must respect the general prescriptions of a health nature common to the entire population.
- I must respect the health measures adopted for the prevention of risks, the protection of health and the fight against the threat to public health and collaborate in achieving the ends of such measures.
- I must correctly use the health facilities and services in accordance with the general standards of use and those established by centres, services and establishments.

# O B L I G A T I O N S

- I must show due respect for the staff in the centres, services and establishments, and for other patients, relatives and companions.
- I must provide information on my physical condition or my health, reliably and truthfully and collaborate in providing such information, especially when required in the interests of the public or the healthcare administered.



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