



## **PATIENT BILL OF RIGHTS AND RESPONSABILITIES (DUTIES)**

### **1) Right to Receive Health Care without arbitrary discrimination:**

The patient is entitled to receive health care service without any arbitrary discrimination on grounds of religion, race, sex, sexual orientation, ethnicity, disabilities, socioeconomic status, ideology, political affiliation or labor union, culture, nationality, age, genetic information, health system or other such grounds.

### **2) Right to be treated with dignity:**

- In its health care, the patient is entitled to be treated with dignity and respect at all times and under any circumstances. Consequently, Clinica Alemana staff shall:
- The Use of an appropriate and understandable language with the patients and their families during their medical care.
- To treat to the people with courtesy and kindness.
- Protect the privacy of the patients at all stages of the treatment.
- Introduce themselves to the patient and their relatives during the direct care, indicating at least their identity, position and professional status.

### **3) Right to have company and spiritual assistance:**

The patient has the right to have the companionship of relatives and close friends during his stay in the clinic, according to the current regulations. Also, the patient that requires or requests will be entitled to receive counseling, religious or spiritual assistance.

### **4) Right to receive information and guidance:**

The patient or his legal representative, as appropriated, is entitled to be given sufficient information, timely, accurate and understandable, being this visual, oral or written, regarding:

- The health care or types of health care that the clinic offers or has available for each case, how to access such benefits and their value.
- Health Insurance coverage required records that must accompany the patient and procedures to be carried out to obtain health care.
- Academic activities that take place in clinical facilities when might involve the health

care that is given to the patient.

- Price of inputs and medicines that are charged within health care bill...
- Deadlines for payment and interest charges or other concepts that might be.

### **5) The right to be informed about risks and benefits of procedures, diagnoses and treatments:**

The patient or his legal representative, as corresponds, is entitled to be informed about his health status, possible illness diagnosis, treatments and procedures available options for recovery and risks, according to the age, personal and emotional condition.

The patient is entitled to express in writing his desire not to be informed, except if it is required for protection of another person's life or for health dispositions reasons.

### **6) Right to make an informed consent:**

The patient has the right to agree or reject their willingness to undergo any procedure or treatment related to his health care, except in cases specified by law. The exercise of this right is free, voluntary, express and informed consent.

In the case of patients in terminal health status, the rejection of procedures or treatments may not lead to objective, speeding up the process of death.

In any case, this rejection does not mean the renunciation of the right patient to receive palliative care to make more bearable the suffering resulting from his illness as well as the company of family and spiritual assistance.

### **7) Right to confidentiality:**

Clinica Alemana takes appropriate measures to ensure confidentiality during the delivery of patient information, as well as the existence of appropriated places to do so.

As a general rule, information about the health status of a person shall not be disclosed to a third person, except for public health reasons or serious health risk to others. The delivery of information to relatives of the patient must first be authorized by him, which authorization shall be in writing.

The patient's clinical record file will remain in the hands of Clinica Alemana as confidential information not to be disclosed to third parties, except in the cases and forms specified by law.

## **8) The right to make complaints and suggestions:**

The patient has the right to make complaints and suggestions regarding the operation of services and to receive written response as appropriate. As well has the right to require the initiation of a mediation procedure in terms of Law No. 19,966 and its complementary rules.

## **PEOPLE RESPONSABILITIES OR DUTIES:**

### **1) Information Duty:**

Anyone who seeks for health care must be informed about the schedule and modalities of attention in Clinica Alemana, as well as the financial mechanisms that exist. It must also learn about the consultation procedures and established claims

### **2) Duty-care facilities and respectful manner:**

All the people entering Clinica Alemana must take care of its facilities and the equipments use for the patient's service for caring purposes, taking responsibility as appropriate in accordance with the law.

It must also deal respectfully to the members of the health team, whether professional, technical or administrative; equal obligation rests with the family, friends and legal representatives. The disrespectful treatment or serious acts of verbal or physical violence against the members of the health team, other people served or others, will entitle the authority Clinica Alemana to order a discipline discharge of the person, which only proceed on its own acts, or require, when the situation warrants, the presence of the security forces to restrict access to the establishment of those affecting the normal development of activities in development.

### **3) Collaboration responsibilities or duties:**

The patient must collaborate with the health team members that attend, as providing complete and accurate information about their health problems and needs and of all backgrounds or history records that may be requested for a proper diagnosis and treatment.