



Carta de derechos y deberes de los pacientes

RIGHTS

To a dignified treatment

All persons have the right to access the public health services and to receive from them a friendly, understanding and respectful treatment, without any discrimination based on race, religious beliefs, sexual orientation, economic situation or cultural resources.

The public hospital system is accessible to all people, especially to the most disadvantaged and in case of emergency, to persons without health insurance.

Pain management

In addition to treatment, all necessary actions will be carried out to reduce and alleviate suffering and pain in critical situations. Every possible measure will be taken, so that patients live their health process with dignity, especially those in end of life situations

Guarantee that health care will be provided in a timely manner

All patients will receive health care within an appropriate period, depending on the case, as well as information on response times for consultations or additional tests.

Quality

The services offered by Hospital de Cerdanya are subject to regulations and processes that guarantee their quality. These processes are subject to periodic evaluations and revisions

Confidentiality and data protection

Our hospital guarantees the confidentiality of its patient's personal data and the custody of their medical records.

Right to know the identity of the professionals in charge of your case

Patients have the right to know the identity of the staff involved in their case during their hospital stay.

The main interlocutor of the patients will be a healthcare team that will be at their disposal to provide them with all the necessary information in understandable terms and in a clear and truthful way.

Right to receive information and to get a second opinion

All patients -and the persons authorized by them- have the right to receive all the information pertaining to their health situation throughout the treatment process. In addition, all patients have the right to request a second medical opinion.



Free and informed consent

All patients have the right to choose between the clinical options proposed by the professionals, after having received the appropriate information.

Free and informed consent is necessary before surgery, invasive diagnostic procedures and the application of therapeutic measures that involve significant risks to health.

In the cases listed below, the healthcare professionals are authorized to make the necessary decisions even in the absence of a duly completed consent form:

- When non-intervention constitutes a risk to public health
- When there is an explicit legal mandate.
- When the patient is not able to make decisions. In this case, and if there is no advanced directive document, the right corresponds to the family or the legally responsible person.
- When the seriousness of the situation implies that medical assistance cannot be delayed.

Advance Directive

All patients have the right to have their wishes -previously expressed and duly documented- taken into account when they find themselves a situation in which the circumstances do not allow her to express them personally.

Patients have the right to designate a trusted person to represent them and express their wishes.

Formulation of complaints, thanks and suggestions

Patients have the right to be informed of the existing mechanisms to formally present complaints, thanks and suggestions and in general, to communicate with the institution.

Clinical research

Every person has the right to choose whether or not to be part of teaching programs, research projects or clinical trials.

In no case, the proposed projects can constitute a danger to the health of the patient.

In all cases, prior written consent is required, which can be revoked at any time.

OBLIGATIONS

Follow the hospital rules

All users must respect the hospital rules and use its facilities correctly, thus favoring the habitability of the center and the comfort of the other patients.

Refusal of treatment and voluntary discharge

In the case of refusal of treatment, it is mandatory to sign a specific document, after having received information about the possible health consequences of such refusal.



Patients have the right to leave the hospital without the doctor's consent, but in this case it is mandatory to sign the voluntary discharge form.

Respect hospital staff

Users must maintain a respectful behavior towards staff. The privacy of other patients and their relatives or companions must also be respected.

Autonomy and decision making

Every person is responsible for their health care process and that of the people who are under their guardianship. In case of discrepancies, it must be possible to reach an agreement with the professionals in charge.

Data Protection

Our establishment applies the regulations of the Data Protection Regulation (RGPD 03/2018), in everything related to the management of personal data and medical history.

To collect the results of tests or medical reports, the person concerned must identify themselves with an identity document. If this step is carried out by a third person, they will have to present an authorization signed by the patient.

Information about patients is not provided either at the reception counter of the establishment or by telephone.

No Smoking

In accordance with Law 28/2005 of December 26, smoking is prohibited in the facilities and around the perimeter of the Cerdanya Hospital.

Emergency evacuation plan

Our hospital has an emergency and self-protection plan. In case of activation, you must remain calm at all times and follow the instructions of the staff.