



USER SERVICE POLICIES

FOREWORD

The Cerdanya hospital, a public health centre, is oriented and organized to respond to the needs of the citizens it serves.

Our public service character, our role as a healthcare establishment and our vocation to become a pivotal element in the organization of a comprehensive and integrated response, -together with the other healthcare professionals and institutions, in our territory- make this orientation an option of social responsibility towards society.

OUR VALUES

The policies instituted the Cerdanya Hospital regarding its relationship with our community emanate from the values that we defend:

- Our binational nature and being in alignment with the concept “Europe for citizens” inspire our whole action.
- Respect for the person, regardless of their nationality, belief, sexual orientation. Respect based on empathy, active listening, individual and collective dignity.
- Equity in treatment, prioritization of assistance and care needs.
- Balance between individual good and collective good. Assessment of the opportunity cost and the benefit - risk.
- Teamwork and multidisciplinary approach. Delegation of functions and complementarity based on knowledge and skills.
- The recognition and retention of talent as key elements for the organization’s future. Based on training, innovation, institutional commitment and the facilitation of the professional’s involvement.
- Adaptability to the situation and the environment, flexibility and versatility, understanding and pragmatism. Non-conformism and work for change.
- A culture of quality service and scientific excellence, as a driver of improvement and transformation.
- Putting the patient at the centre of the healthcare process, involving them and their families in the process and the decisions that it entails. "Patient experience" as a quality indicator.

These values that are also reflected in the "Ethical Code" of the AECT.

OUR POLICIES

- All patients have certain rights and obligations in their relationship with our hospital. These are summarized in the document “Charter of rights and obligations of the patients”.



- In the treatment of our patients we take into account at all times their families or trusted people, integrating them as a whole in the healthcare process.
- Our professionals must keep in mind, when communicating with the patients and their families, that said communication, both oral and written, must be comprehensible, sufficient so as to allow the patient to make informed decisions about his health.
- Individuals and collectives must be able to give their opinion on the care and treatment received. These inputs have to be answered in a timely manner.
- General practitioners are considered the citizen's first healthcare advisor -as long as the latter recognizes them as such- and therefore form part of the patient's environment. GPs have the right to receive information about their patient's hospital treatment if the patient consents to it.
- It is considered that the main representatives of the citizens are their democratically elected officials, whether local, regional or national. Organized civil society and patient associations are also considered legitimate representatives of our patients albeit in a different level

TOOLS

In order to implement these citizen care policies, the Hospital de Cerdanya is equipped with the following instruments:

- Citizen - customer service unit
- Quality and patient safety plan
- Involvement of the users' representatives in the governing bodies (Board of Directors, Advisory Board) and executive bodies (Executive Committee and General Management)
- Communication Plan.