

## RIGHTS

Patients of CLINICA DE LA COSTA LTDA., Have the primary right to care that respects their personal dignity, personal values, social and spiritual; regardless of age, gender, race, language, religion, political opinion, sexual orientation, social status or type of health system affiliation.

Therefore, at our institution we are committed to respecting and enforcing the following rights and obligations of our patients:

1. The right to receive comprehensive health care with minimal risks.
2. The right to choose health professionals to treat them, within the resources available at the institution.
3. The right to receive prompt, timely care corresponding with the needs of the patient
4. The right to be treated in a quiet, clean and hygienic location
5. The right to receive information regarding:
  - Your rights and obligations as a user of the health services
  - Diagnostic tests and treatments to be performed
  - The administrative aspects of your care and everything related to your medical condition or health problem
6. The right to be guaranteed the confidentiality of your medical history and only with your permission may it be shared with third parties.
7. Right to receive or reject moral or spiritual support regardless religious beliefs.
8. The right to receive treatment that is personalized, dignified, friendly, cordial and ethical that respects your culture and customs.
9. The right to choose:
  - If you accept or not the procedures proposed by the health staff, after being properly informed about the risks, benefits and alternatives.
  - Your participation or not in scientific research, without influencing the care rendered by the clinic.



# Clínica de la Costa Ltda.

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NIT:800129856-5



Certificado N° SC 6848-1.

- The process of death to follow its natural course in the terminal phase of your illness.
  - In regards to organ donation.
10. The right to comment on the quality of service to the Customer Care Office, to receive answers to your claims and take part within the area set by standards for patient participation (League Members and Hospital Ethics Committee).



## OBLIGATIONS

1. To take care of your health and that of your family following the recommendations of healthcare professionals of the institution.
2. To comply with assigned times in regards to medical appointments, scheduled reports and visits, delivery of results and to inform the institution at least 24 hours in advance if unable to comply.
3. To provide staff with clear and accurate information about your health, personal information, identification and membership to the social security system.
4. To be supportive of other patients, understanding that at times there may be people with special health conditions that require priority attention.
5. To treat staff and other users of the institution with respect and kindness.
6. To care for and respect the personal property of others and that of the institution.
7. To pay for the costs associated with the service, according to the regime and membership level.
8. To inform the Customer Care Office of problems or dissatisfactions so they can be resolved.