



Rights & Responsibilities

Subred Integrada de Servicios de Salud Sur E.S.E.

¿Sabías que los ciudadanos que hacen uso de los servicios de salud de la Subred Integrada de Servicios de Salud E.S.E. tienen unos derechos y unos deberes?

¡Conócelos!

Rights

1. Respect and Equity

To receive a humanized treatment, without restrictions due to conditions of ethnicity, sex, age or religion, gender with respect for my beliefs and customs and preferential attention according to my condition.

2. Comprehensive Attention

Access health services in a comprehensive, continuous, timely manner, with high quality and the best medical and scientific assistance.

3. Choose

To choose the health professional of my preference, making free and conscious decisions, approving or rejecting health services or scientific research through informed consent and dissent, as well as requesting a second opinion about my medical condition.

4. Communication and Information

To have effective communication with the professional who treats me, sufficiently clear, appropriate to my conditions, as well as to receive information on access to services, self-care and co-responsibility, as well as their costs.

5. Privacy and Confidentiality

To have privacy in the service and confidentiality in information about my health status.

6. Organ donation

To respect my willingness to accept or deny organ donation in accordance with the law.

7. Humane and dignified care

Being treated equally and accepting or rejecting spiritual support whatever my cult that I profess and die with dignity.

8. Communication (Express oneself)

To submit and receive a timely response in case of claims, complaints, requests and suggestions about the provision of services through the formal listening channels of each user.

9. Citizen participation

To join and integrate the means and instances of social and community participation.

Responsibilities

1. Respect and Solidarity

To treat users, their families and professional health personnel with kindness, solidarity and respect.

2. Responsibility

To care for my health, my family's and community, following the recommendations of the treating professionals.

3. Membership

Join the health system with my family unit and report in case of change or news.

4. Honesty

To provide in a timely and sufficient manner the information and documents that are required for the purposes of the service, about my state of health and personal data.

5. To take care

Take care of and make good use of the services, resources and infrastructure of the health units.

6. Comply

To attend scheduled appointments on time or cancel them in advance if you cannot attend.

7. Informed Consent or Dissent

Authorize or refrain from receiving the service, after the explanation from health professionals.

8. Contributions to the system

To make the payments in a timely manner and according to the rules of the health system.

9. Citizen participation

To attend spaces and instances of participation fulfilling the commitments made.

