

# ***Patient Rights***

***Anyone who goes to a Hospital Center demanding Medical Care has to know the rights that protect them at the time of applying for such care.***

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*HOSPITAL POVISA, SA, in compliance with Law 14/86 General of Health, Galician Law 3/2001 on Informed Consent and Medical History, as well Law 3/2005 which amends the above said, State Law 41/2002 on Informed Consent and Medical Records and Health Law 8/2008 of Galicia, and Law 15/1999 on Protection of Personal Data and regulations that develop, informs you about the rights and duties of patients who come to this Hospital, which are recorded in the provisions cited below.*

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## Patient Rights

1. Respect for your personality, human dignity and privacy.
2. Information on health services which you can access, and the requirements for its use.
3. Confidentiality for all the information related to the process and stay in public and private health institutions which collaborate with the public system.
4. Be advised if procedures prognosis, diagnosis and treatment to be applied can be used in a teaching or research project, which in no case may incur in any additional danger for your health.

## Continuation - **Patient Rights**

5. To be assigned a doctor, whose name will be given to you, and who will be your main contact with the healthcare team. In case of absence, another optional doctor will assume this responsibility.
6. To use complaint procedures and proposed suggestions on the set period. In either case you shall receive a written response within the period limits established by regulation.
7. A free choice of physician and other health graduates, according to the conditions given in the current health legislation.

- 8.** To give you drugs or medical devices that are considered necessary to incentive, keep or restore your health, under the terms established by regulation by the Central or Autonomous Government.
  
- 9.** To freely decide, after receiving the right information, from the available clinical options and refuse treatment except in cases determined by law, this refusal must be given in writing.
  
- 10.** To be informed in relation to any action in the field of his/her health, all available information, saving the cases where by law the patient have the right not to be informed.

- 11.** The right to health information described in the previous section can be limited by the proved existence of a state of therapeutic need. The term Therapeutic Need must be understood as the power of the physician to act professionally without informing the patient when, for objective reasons, the knowledge of their own situation, would seriously damage his/her health, recording that fact in the patient's medical history and reporting this decision to persons related to the patient.

## Continuation - *Patient Rights*

**12.** A free choice among the different options presented to them, which being free and voluntary, will, as a general rule, be communicated to the doctor verbally, but may have to be written in the following cases: surgery, diagnostic and therapeutic invasive procedures and, generally speaking, implementation of procedures that involve risks and drawbacks of notorious and predictable negative impact on the patient health. No informed consent will be required when there is a risk to public health and when there is an immediate serious risk to the physical or mental health of the patient and it is not possible to get their consent, in these cases and when circumstances permit, his/her relatives or people actually related to the patient should be consulted.

## Continuation - **Patient Rights**

- 13.** There shall be a written record of the whole process, and once it is finished, the patient should be delivered a discharge report.
  
- 14.** To be provided with certificates attesting your health.