

• RIGHTS •

1. Receive respectful, personalized, dignified, humane, and ethical treatment.
2. Receive care without discrimination based on race, age, beliefs, gender, sexual orientation, culture, socioeconomic status, or health condition.
3. Access healthcare services that are continuous, timely, accessible, appropriate, and safe, according to the services offered by the institution.
4. Receive clear, sufficient, and timely information about your medical diagnosis.
5. Make free, conscious, and informed decisions about your treatment and condition, including the right to choose healthcare professionals, according to the availability of institutional staff.
6. Have privacy during medical care and the confidentiality of all related information.

7. Accept or refuse the presence and support of family members, legal guardians, or spiritual/moral counseling, regardless of religious beliefs.

8. Decide whether or not to participate in teaching or research activities.

9. Have your will respected regarding allowing the natural course of the dying process in the terminal phase of illness, and the right to die with dignity.

10. Express your opinion and perception regarding the care received at the institution.



!We want to hear from you!

Visit us at the User Experience office.

Contact us

headquarters Autopista: 604 454 9000
– ext 190 - 191 - 192 - 193 - 194.

headquarters Niquía: 604 4549000 –
ext 400.

Write to us

contactenos@hmfs.gov.co



f @hospitalmfs

• DUTIES •

Rights and duties *user's*

- 1.** Treat the staff attending you, other users, and all members of the institution with respect and kindness.
- 2.** Participate in and take responsibility for your care and treatment process.
- 3.** Take care of and make proper use of services, medical equipment, technological devices, and facilities. Safeguard your personal belongings and valuables.
- 4.** Provide complete and truthful information, without altering its content.
- 5.** Express in writing your acceptance or refusal of treatments proposed by the healthcare team.
- 6.** Act in solidarity in situations that endanger the life or health of others.
- 7.** Comply with the institution's internal processes, including the payment of copayments and moderating fees for services, as established by law.
- 8.** Inform the institution if you have any documents or records related to an advance directive or living will.

9. Report any irregularities, submit complaints, suggestions, or compliments to help improve the quality of service.

10. Do not bring weapons or any objects considered dangerous, as they may compromise the safety of staff and users within the institution.

11. Respect the privacy and intimacy of other users, visitors, and staff.

