

## Patient Rights and Responsibilities

### RIGHTS

At Clínica Cardio VID, we are committed to ensuring the fulfillment of your rights, without restriction on grounds of race, sex, age, language, religion, political or other opinions, social origin, economic position or social status.

#### You have the right to:

1. Receive humanized, safe, opportune and high quality attention.
2. Receive dignified, personalized and non-discriminatory treatment, respecting your beliefs and customs; and deciding whether or not to receive moral or spiritual support.
3. Privacy, intimacy, and confidential treatment of relevant information, which can only be known by others under patient authorization or when it is determined by law, with previous patient authorization.
4. Clear, permanent and comprehensible communication to make conscientious and free decisions about the treatment and its possible risks.
5. Know the appropriate communication channels and procedures to present claims, complaints and / or suggestions.
6. Choose whether or not to participate in academic and research activities. Your decision will be respected.
7. Have your will about organ donation be respected according to the law.
8. Closeness of your family and relatives.
9. Request and receive a second opinion from a health professional.
10. Request and receive information about the cost of the medical attention provided.

## RESPONSIBILITIES

At Clínica Cardio VID, you must have an active participation in the fulfillment of your responsibilities as a patient, in order to ensure your safety and a healthy coexistence.

### You have the responsibility to:

1. Provide accurate and complete information about your health status to the healthcare provider.
2. Be respectful with the personnel in charge of medical attention and the other patients.
3. Express in writing the acceptance or denial of a specific treatment or procedure, as well as your opinion about receiving spiritual or moral support.
4. Abide by internal rules and recommendations given by the hospital and its personnel.
5. Use health system resources in a proper way.
6. Promote personal, family and community self-care.
7. Pay attention to the healthcare provider's recommendations.
8. Be supportive in situations that endanger people's lives or their health.
9. Contribute to environmental care.

## *Your Heart's Specialists*

Contact center  
Telephone: **+57 604 3221900**  
Whatsapp: **+57 322 3692943**  
General information  
Telephone: **+57 604 3227090**

For International Patients  
WhatAsapp: **+57 323 2330219**  
E-mail: [afernandezr@vid.org.co](mailto:afernandezr@vid.org.co)

