Rights and obligations

of citizens in the public health services of Andalusia

In accordance with Andalusian Health Act 2/1998, published in the Official Gazette of the Government of Andalusia number 74, of 4th July

Your rights as a user of the healthcare system

- To receive care under conditions of equality, without discrimination for any reason, respecting your personality, human dignity and privacy.
- To be offered the available healthcare, benefits and services necessary to care for your health.
- For you, your relatives or companions to receive information in comprehensible language on everything related to your process, including diagnosis, treatment, prognosis, expected stay in hospital and alternative treatment.
- To receive information on the health services and benefits to which you may have access and the necessary requisites in each case.
- To be offered information on health prevention and promotion programmes carried out in your primary healthcare centre.
- To be informed on collective health aspects of special interest, incidence or risk.
- To be received personally on arrival at a health centre, and especially in hospital, to be informed of all matters that can make your stay more comfortable.
- To receive clear and comprehensible information on treatment, surgical procedures and tests that involve risks, before your written consent is obtained.
- To know about and give prior written authorization to procedures used in a teaching or research project which under no circumstances may entail an additional risk for your health.
- To choose from the options submitted by your doctor, and to refuse any health intervention, except in the cases established by law (risk for public health, incapacity and urgent intervention in cases of risk of irreversible injury or danger to life).
- To be accompanied by a relative or person you trust at all times during the healthcare process, provided that clinical circumstances so permit.
- To have all the information concerning your care in any health centre kept confidential, and to have access to the personal data obtained during your care.
- To have a written record, or record on technical support, of your process kept in your medical record. The information, which must be in one record for each health institution, will include your state of health and evolution, as well as the tests and treatment you receive.
- To have access to your medical records, using the established procedures.
- To receive a report on discharge from hospital, on completion of a specialist consultation, and on discharge from emergency.
- To be issued a certificate attesting to the state of your health.
- To be assigned a doctor and a primary healthcare centre to treat you, although you may choose another doctor and centre.
- To choose your general practitioner and paediatrician from among those practising in your town or city, and also from among the other doctors in the Health District corresponding to your address.
- To choose a specialist for consultations, when in the opinion of your GP or paediatrician, you need to be treated by such a specialist, and to receive care from the same specialist during your process.
- To choose a hospital within the Public Healthcare System of Andalusia, if you are waiting for an operation.
- To have a second medical opinion on your process, in the terms established.
- To know the name and function of the professionals who treat you.
- To be operated on within the term established in ruling legislation for each of the procedures of the Public Health System.
- To receive healthcare in an acceptable time, depending on the process, and to be offered information on waiting times for consultations, tests and operations for the various processes.
- To have the Charter of Rights and Obligations available in all health centres. You are also entitled to make complaints and suggestions and to receive a reply within the established periods.
- To participate in the public healthcare system through the Area Health Boards, represented by Consumers and Users Associations and to express your opinion through different social research models, and to receive information on the resulting measures for improvement.
- To have all appropriate actions taken that, together with the care for your process, are aimed at reducing and relieving suffering and pain both in critical situations and in the process of death, in accordance with maximum respect for autonomy, integrity and human dignity.
- To have your living will, declared using the established procedure, taken into account..
- To have the information on your genome kept confidential and not used for any kind of discrimination. You are also entitled to obtain the advantages deriving from available new genetic technology in accordance with the ruling legislative framework.
- To use information and communication technologies, in accordance with the development of such technologies in health services, with criteria of accessibility, security and continuity.

Your obligations as a user of the healthcare system

- To comply with the general instructions on health common to the entire population, and those of the health services, in accordance with the established provisions.
- To respect the rules established in the centre, and to respect the personnel providing services in it.
- To be responsible for the use of the resources and benefits offered by the Public Health Service of Andalusia, basically as regards the use of services, pharmaceutical benefits, orthoprosthetic benefits and unfitness for word procedures.
- To take care of facilities and collaborate in their maintenance.
- To comply with the administrative rules and requisites for use of and access to healthcare benefits.
- To sign, if you refuse treatment, the pertinent document in which it will be clearly stated that the patient has been sufficiently informed and refuses the suggested treatment.

Junta de Andalucía
Consejería de Salud y Familias

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