

Rights and duties

Of the citizens in the public health services of Castilla-La Mancha

Law 5/2010, of June 24, on rights and duties in health matters of Castilla-La Mancha, published in DOCM no. 131, of July 9

Your **rights** as a user in the health system

1. Respect for their personality, human dignity and privacy, without being discriminated against for reasons of race, social type, sex, moral, economic, ideological, political or union.
2. To receive a humane, kind and respectful treatment at all times.
3. To information about health services.
4. To the confidentiality of all information related to your stay in public and private health institutions that collaborate with your public system.
5. To be warned if the sanitary procedures that are applied can be used in a teaching or research project.
6. To be given complete and continuous information about their care process.
7. To freely choose the options that are presented to him, and in any case, to his prior consent for the realization of any intervention except when it involves a risk to health, when he is not qualified to make decisions (corresponding in this case to family members), or when the emergency does not allow delays due to the possibility of causing irreversible injuries or there is a danger of death.
8. To be assigned a doctor who will be your main interlocutor with the healthcare team.
To have a certificate accrediting their health status.
9. To refuse treatment in the cases indicated in number 6, being obliged to request voluntary discharge.
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11. To participate through the community institutions, in health activities.
12. To have a written record of the entire process.
13. To use the ways of claiming and proposing suggestions within the time limits.
14. To choose the doctor and other qualified health professionals according to the conditions contemplated in the Law.
15. To obtain the medicines and health products necessary for your health.
16. To exercise the rights contemplated in numbers 1, 2, 4, 6, 7, 8, 10 and 12 previously outlined when providing assistance in private centers.
17. Be accompanied by a family member or person you trust at all times of the health care process, provided that the clinical circumstances permit.
18. To obtain a second opinion within the public health system in situations and with the conditions established by current regulations.
19. To access the knowledge of their clinical history and to obtain a copy of it in the conditions established by law.
20. To issue Advance Directives and that these be respected by the Health Center.

Your **duties** as a user in the health system

1. All people are obliged to maintain due respect to patients, companions and staff who provide their services in health centers, services and establishments, both in their personal and professional dignity.
2. All people have the following duties with respect to health resources::
 - a. Caring for health facilities and equipment, using them appropriately and responsibly to ensure their conservation and operation, in accordance with the standards established in each center, service and health facility.
 - b. Respect the visiting regime established by health centers and services, as well as the schedules that regulate their activity.
 - c. Proof of identity through official documents required to exercise the right of access to benefits and health resources.
 - d. Be responsible for the proper use of health resources and benefits, according to their health needs and depending on the availability of the Health System of Castilla-La Mancha.
 - e. Notify the health system, as quickly as possible, of the impossibility of attending an appointment or health service previously scheduled.
3. All people have a duty to take responsibility for their health and decisions about it when risks or harm to the health of third parties may arise.
4. All persons must comply with sanitary requirements that, in general, are established for the entire population, in order to prevent health risks, as well as the specific ones determined by the health services.
5. All persons have the duty to cooperate with the health authorities in the prevention of diseases, especially when it is for reasons of public interest.
6. All persons have the obligation to provide the data referring to their state of health that are necessary for the care process or for reasons of general interest duly motivated.
7. All people have the obligation to collaborate in the sustainability of the Health System of Castilla-La Mancha in accordance with the provisions of current legislation.