

## The Citizen's Rights and Duties charter:

In accordance with the Andalusian Health Law, published at the BOJA 74 (Official Journal from Andalusian Government) on July the 4<sup>th</sup> 1998

### Citizens have the following rights to:

1. **To know the telephone number of the Public Healthcare Emergency System 061**, and the Andalusia's Healthcare Emergencies Lines 902 505 061 and so its use, organisation and its legal control.
2. **To be informed** on the most common factors, situation and causes of the healthcare emergencies' risks and also on how to avoid them and how to face them. Besides, you have the right to be reported on the data that must be furnished and the way to do it.
3. **To be assisted** in an efficient way by skilled personnel with the most advanced, suitable and available means, according to the patient's needs and from the information given by the user.
4. **To have knowledge** of the recourse chosen to our needs and of the estimated time of its arrival.
5. **To be treated and assisted** with courtesy and politeness, with the greatest respect to the person itself and to its cultural and religious values, without any kind of discrimination.
6. **To guarantee the confidentiality** of the clinical and personal data, and the right to watch over with intimacy during the healthcare process.
7. **To make appropriate actions**, as well as the attention given to the process, that will reduce and relieve the pain and the suffering, regarding the individual's perception of it. For it, we will have to consecrate as many resources and efforts as necessary and to give the greatest respect to the human autonomy, dignity and integrity.
8. **To have precise information**, the patient or their relatives, with a clear and comprehensible language about the diagnosis and the therapeutical measures that have been already assigned or will be assigned.
9. **To refuse a medical treatment or operation**, except in the established legal cases (in case of risk for the public health, legal incapacity or requirement of an urgent action face a decease or an irreversible damage).
10. **To know the identity** of the staff who cares for you, both those from the co-ordination centre and the direct attendance.
11. **To be accompanied** either by a relative or by a reliable person during the care process except for such situations where the characteristics of the assigned recourses don't allow it.
12. **To provide the patient or companion the possibility to inform** about his/her situation through the 061 service to a relative or other person.
13. **To have available the case history** at the end of the assistance and the right to receive a copy where there is a held transcription of our call. A written application from the person concerned or from the legally designated person is required.
14. **To watch over the personal belongings** until the delivery of them to the reception staff at the hospital or their companion.

15. **To put questions**, to express suggestions and /or make complaints that will be compiled through the telephone numbers or the address here attached.
16. **To receive a written answer** in the specified period by law.

**We ought to:**

1. **To collaborate** on the good use of the emergency-urgency systems of our Community according to the established purpose.
2. **To answer the questions** that are required at the coordinator centre, providing the request information according to our possibilities. We ought to understand the importance of our collaboration in this part of the medical attendance in the emergency or urgency cases.
3. **To keep a respectful attitude** towards the staff that cares for you, with comprehension and courtesy, making their access easier to the urgency place (the place there has been an urgency) and collaborating with them.
4. **To provide the required medical and administrative documentation** to the sanitary staff for an appropriate management of the medical attendance.
5. **To sign down**, in case of refusal of the medical care, the concerned document where the patient will express clearly that he /she has been adequately informed and he /she refuses the suggested treatment, provided that he/she has a real perception of the situation and his/her life won't be in danger or there will be any risk of irreversible damages.

Los enunciados de esta carta son una selección de los que recoge la legislación vigente. Se han incluido aquellos relacionados más directamente con los servicios sanitarios que presta la empresa (la atención integral a las emergencias sanitarias y la coordinación de las urgencias). Estos derechos son comunes a todos los ciudadanos andaluces y son una adaptación, que no una alteración, de los que aparecen en el cuerpo legislativo.

Todos los centros de la Empresa Pública de Emergencias Sanitarias de la Junta de Andalucía expondrán esta carta de derechos y deberes en lugar visible y proporcionarán una copia de la misma al ciudadano que la solicite.

Gracias por confiar en nuestro servicio.

Si desea realizar cualquier tipo de consulta, manifestar sugerencias o presentar reclamaciones podrá dirigirse al Servicio Provincial que le corresponda o a la Sede Central.