

## 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 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.

The statements of this charter are a selection taken from the valid legislation. We have included those more linked with the medical care services given by EPES (full attention to the health emergencies and urgencies coordination). These rights are shared by all the andalusian citizens and are an adaptation, not an alteration, of those that appear in the legislative body.

Thank you for your confidence in our service

If you want, you can send your questions, suggestions or reclamations to one of our provincial centres or to the EPES headquarters:

<p><b>Parque Tecnológico de Andalucía.</b> c/ Severo Ochoa. 28. 29590 Campanillas. Málaga. España. Tel: +34 951 04 22 00. Fax: +34 951 04 22 01.</p>	<p><b>Isla de la Cartuja. Edificio Anexo.</b> C/ Max Planck, 1. 41092 Sevilla. Tel: +34 95 503 01 00 Fax: +34 95 503 01 15</p>
<p><b>Servicio Provincial 061 de Almería</b> Edificio Antiguo Hospital Virgen del Mar (Bola Azul) Ctra. Ronda, 226. 6ª planta. 04005 Almería. Tel: +34 950 01 00 00 Fax: +34 950 01 00 04</p>	<p><b>Servicio Provincial 061 de Huelva</b> Avda. Paisajista, 5 21003 Huelva. Tel: +34 959 00 48 00 Fax: +34 959 00 48 01</p>
<p><b>Servicio Provincial 061 de Cádiz</b> Recinto Hospitalario de Puerto Real Ctra. Nacional 4ª. Km 665. 11510 Puerto Real. Cádiz. Tel: +34 956 01 20 00 Fax: +34 956 01 20 20</p>	<p><b>Servicio Provincial 061 de Jaén</b> Recinto Hospital Neurotraumatológico "Princesa de España" Ctra. Bailén-Motril, s/n. 23009. Jaén. Tel: +34 953 01 10 00 Fax: +34 953 01 10 01</p>

<p><b>Servicio Provincial 061 de Córdoba</b>  Hospital Los Morales.  Edificio Anexo.  14012 Córdoba.  Tel: +34 957 01 22 00  Fax: +34 957 01 22 13</p>	<p><b>Servicio Provincial 061 de Málaga</b>  Parque Tecnológico de Andalucía  C/ Marie Curie, 7.  29590. Campanillas. Málaga.  Tel: +34 95 103 59 00  Fax: +34 95 103 59 05</p>
<p><b>Servicio Provincial 061 de Granada</b>  CMAT. Avda. Ciencias de la Investigación, 21.  18016 Granada.  Tel: +34 958 00 22 00  Fax: +34 958 00 22 01</p>	<p><b>Servicio Provincial 061 de Sevilla</b>  Isla de la Cartuja  C/ Max Planck, 1.  41092 Sevilla.  Tel: +34 95 503 01 00  Fax: +34 95 503 01 15</p>

**Confidentiality of information:**

In compliance with the provisions of the General Data Protection Regulations we inform you that: a) The person responsible for processing your data is the The Public Company for Health Emergencies (EPES) of the Andalusia Health-Care Public System (SSPA). b) The data you provide us are necessary for the provision of healthcare under the SSPA, whose legal basis is the fulfillment of a legal obligation. c) The data will be transferred to the SSPA agencies for the benefit of the Unique Health History of Andalusia and to third parties for legal obligations. d) You can exercise your rights of access, rectification, deletion, as well as other rights, as explained in the additional information.

You can find more information at: [www.epes.es/?estaticos=privacidad-proteccion-datos](http://www.epes.es/?estaticos=privacidad-proteccion-datos)