



Charter of Citizens' Rights and Duties:

In accordance with the Andalusian Health Law, published by the *BOJA 74 (Boletín Oficial de la Junta de Andalucía* – the Official Journal from the Andalusian Government) on July 4th, 1998:

Citizens' Rights:

1. **Be made aware of the 061 telephone hotline of the Public Emergency Healthcare System**, and of the Emergency Healthcare phone lines of each of Andalusia's provinces, its functioning, organisation, and its legal regulation.
2. **Be informed** about the most common factors, circumstances, and causes of emergency healthcare risks and about how to avoid and confront them. Citizens must also be informed about which vital details to report as well as the most effective way to do so.
3. **Receive emergency care** by skilled and trained personnel using the best, most advanced emergency care means available, in accordance with the patient's needs and following the information details provided by the user.
4. **Be informed** about the chosen emergency care resources assigned to the user's needs and of the estimated time of their arrival.
5. **Receive treatment and assistance** with courtesy and dignity, with the greatest personal respect for the user and their cultural and religious values, without any kind of discrimination.
6. **Guaranteed confidentiality** of the user's clinical and personal data, and to absolute intimacy during the healthcare process.
7. **That all appropriate and timely actions are taken** to serve the primary goal of alleviating and relieving the pain and suffering and to concentrate on the process and the patient's individual perception of it. Emergency Healthcare must allocate as many resources and efforts as necessary to afford the highest regard to the human autonomy, dignity, and integrity.
8. **Receive accurate instructions**, provided to the patient or his/her family members, with clear and comprehensible language about the diagnosis and the therapeutic measures that have been or will be assigned.
9. **Refuse medical treatment or surgical procedure**, except for those cases established by public health norms (public health risks, legal incapacity, or the necessity of an urgent intervention to prevent irreversible damage or death).
10. **Know the identity** of the emergency care staff who cares for the user, including the Emergency Department personnel and the ambulance crews.
11. **Be accompanied** by either a family member or a trusted person during the care process except for in such situations where the characteristics of the assigned recourses don't allow it.
12. **Grant patient or a companion the possibility to notify** a relative or other assigned person about his/her situation through the 061 emergency hotline.



13. **Receive the case history** at the termination of the emergency care procedure and to a copy of the emergency call transcript. A written request from the interested person or from his/her legal representative will be required.
14. **Safeguard of personal belongings** until their release to the reception staff at the hospital or to a companion.
15. **Complete inquiries**, offer recommendations and/or file complaints that will be handled by the central office or by the local branch offices whose telephone numbers are listed below.
16. **Receive a written response** within the timeframe specified by law.

Citizens' Responsibilities:

1. **Cooperate** on the good use of the Emergency Care systems of the Community in accordance with their intended purpose.
2. **Provide answers** to the questions formulated by the Emergency Department staff, offering the required information to the best of his/her knowledge. Citizens must understand the importance of their collaboration during this phase of the medical service in emergency or urgency situations.
3. **Be respectful** towards the staff that cares for you with consideration and courtesy, facilitating easy access to the place the urgent or emergency care is needed and provide assistance as required.
4. **Provide the required medical and administrative documentation** to the healthcare professionals for the correct handling of the medical service.
5. **Sign a Refusal of Care sheet** expressing clearly that he/she has been adequately informed and he/she refuses the suggested treatment, provided that he/she has a real understanding of the situation and his/her life won't be in danger or risk irreversible damage.

The above statements of this charter are a selection extracted from the valid legislation. We have included those more directly linked with the medical care services offered by EPES (comprehensive attention to health emergencies and urgent care coordination). These rights are shared by all 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.

You may send your inquiries, suggestions or complaints to one of our provincial centres or to the EPES headquarters:

Parque Tecnológico de Andalucía. c/ Severo Ochoa. 28. 29590 Campanillas. Málaga. España. Tel: +34 951 04 22 00. Fax: +34 951 04 22 01.	Isla de la Cartuja. Edificio Anexo. C/ Max Planck, 1. 41092 Sevilla. Tel: +34 95 503 01 00 Fax: +34 95 503 01 15
Servicio Provincial 061 de Almería Edificio Antiguo Hospital Virgen del Mar (Bola Azul)	Servicio Provincial 061 de Huelva Avda. Paisajista, 5



Ctra. Ronda, 226. 6ª planta. 04005 Almería. Tel: +34 950 01 00 00 Fax: +34 950 01 00 04	21003 Huelva. Tel: +34 959 00 48 00 Fax: +34 959 00 48 01
Servicio Provincial 061 de Cádiz 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	Servicio Provincial 061 de Jaén 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
Servicio Provincial 061 de Córdoba Hospital Los Morales. Edificio Anexo. 14012 Córdoba. Tel: +34 957 01 22 00 Fax: +34 957 01 22 13	Servicio Provincial 061 de Málaga Parque Tecnológico de Andalucía C/ Marie Curie, 7. 29590. Campanillas. Málaga. Tel: +34 95 103 59 00 Fax: +34 95 103 59 05
Servicio Provincial 061 de Granada CMAT. Avda. Ciencias de la Investigación, 21. 18016 Granada. Tel: +34 958 00 22 00 Fax: +34 958 00 22 01	Servicio Provincial 061 de Sevilla Isla de la Cartuja C/ Max Planck, 1. 41092 Sevilla. Tel: +34 95 503 01 00 Fax: +34 95 503 01 15

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 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 fulfilment 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