



## DUTIES OF PATIENTS IN TIME OF THE COVID – 19 PANDEMIC

1. Arrive in time for scheduled services or cancel the appointment at least two hours in advance. If it is not necessary, do not come with a companion to minimize the risk of contagion and maintain the capacity in our facilities.
2. Present the necessary and true documentation for the care; as well as make the corresponding payments, respond honestly to the survey for detection of symptoms or possible contact with people with COVID- 19, to protect and protect ourselves.
3. Inform timely changes of address, telephone number, document and guardian or person responsible for you.
4. Provide clear and complete information to health professionals who care for you, about your health status, limitations and requirements.
5. Treat with dignity and respect all the personnel of the institution and the other users, contributing to a good coexistence within the Clinic.
6. Use in a suitable and appropriate way the personal protection elements and comply with the biosecurity protocol for COVID -19.
7. Follow the instructions, recommendations and treatment given by the health team that cares for you, not only for your pathology but also related to the management of COVID-19.
8. Respect and comply with social distancing, constant hand washing and permanent mask use, both you and your caregiver.

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## RIGHTS FOR PATIENTS IN TIMES OF PANDEMIC COVID - 19

1. To be cared for by the health team and the officials of all areas with quality, kindness and integrity, preserving the biosecurity measures by the Mediservicios S.A. Staff.
2. Receive a dignified treatment, respecting beliefs and customs, as well as the personal opinions you have about the disease you suffer.
3. Receive care in quiet, clean, hygienic and disinfected places, respecting their privacy and protecting their integrity.
4. Decide freely with your family or representative, whether or not to carry out the procedures, after being informed and clearing up your doubts about your pathology and management in the framework of the COVID-19 pandemic, leaving a written record of your decision.
5. If you are part of the vulnerable population for COVID-19 (pregnant, have some type of disability, are elderly) you have the right to prioritized care and only if it is necessary to have a companion.
6. Freely choose the health professional who treats you according to the availability of Mediservicios S.A.
7. Receive or reject spiritual or moral support, whatever the religious cult you practice or profess

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