



# Rights *and* Duties

Derechos *y* Deberes



EMPRESA SOCIAL DEL ESTADO  
PASTO SALUD E.S.E  
*Sirviendo con Amor*



## TRADUCCIÓN ESPAÑOL – INGLÉS

### RIGHTS:

1. To access health services and technologies that guarantee comprehensive, timely and high-quality care.
2. To receive the emergency care that is required with the opportunity that his/her condition merits without requiring a document or any previous payment.
3. To maintain full, permanent, express, and clear communication with the treating health professional.
4. To obtain clear, appropriate, and sufficient information from the treating health professional that allows him/her to make free, conscious, and informed decisions regarding the procedures which are going to be practiced and the inherent risks. No person may be compelled, against his/her will, to receive health treatment.
5. To receive health benefits under the conditions and terms established in the law.
6. To receive dignified treatment, respecting the patient's beliefs and customs, as well as his/her personal opinions about the procedures.
7. To treat confidentially and reservedly his/her medical history and that it can only be known by third parties, with the prior authorization of the patient or in the cases provided by law, and to be able to consult the entire medical history free of charge and obtain copy of it.
8. To be provided throughout the disease process, quality assistance by health workers duly trained and authorized to practice.
9. To the provision and timely access to the required technologies and medications.
10. To receive health services in conditions of hygiene, security, and respect for his/her privacy.



11. To privacy. The confidentiality of all the information that is provided in the area of access to health services and the health and illness conditions of the person is guaranteed, without prejudice to the possibility of access to it by family members in the events authorized by law or authorities under the conditions determined by it.
12. To receive information on the formal channels to present claims, complaints, suggestions and, in general, to communicate with the administration of the institutions, as well as to receive a written response.
13. To request and receive explanations or accountability about the costs for the health treatments received.
14. To be provided with information and to respect the will to accept or deny the donation of his/her organs in accordance with the law.
15. Not to be subjected in any case to cruel or inhuman treatment that affects his/her dignity, nor to be forced to endure avoidable suffering, nor forced to suffer illnesses that can receive treatment.
16. To not be transferred the administrative and bureaucratic burdens that correspond to assume the managers or interveners in the provision of the service.
17. To deplete the possibilities of treatment to overcome his/her disease and a second qualified opinion of his/her clinical condition.
18. To freely choose his/her doctor and health professional.

## **DUTIES:**

1. To promote his/her self-care, that of his/her family and that of his/her community.
2. To respond promptly to the recommendations made in the promotion and prevention programs.
3. To act in solidarity in situations that endanger the life or health of people.



4. To respect the personnel responsible for the provision and administration of health services.
5. To use adequately and rationally the services offered, as well as the system resources and the timely cancellation of appointments that him/her cannot attend.
6. To comply with the rules of the health system.
7. To act in good faith against the health system.
8. To provide in a timely and sufficient manner the information required for the purposes of the service.
9. To contribute jointly to the financing of the expenses that the attention in health and social security in health demand, according to his/her repayment capacity.
10. Not to enter weapons.

**SECOND ARTICLE.** Approve and adopt within the Institution, the rights of people with disabilities:

1. Right to Equality: All human beings are born free and equal in dignity and rights.

Pasto Salud ESE will take all the necessary measures to ensure that all users with disabilities fully enjoy human rights and fundamental freedoms on equal terms with regard to the provision of Health services that this Entity offers, in order to achieve and maintain its maximum independence, physical, mental, social and vocational capacity.

All patients with disabilities will be cared for without prejudice, stereotypes or harmful practices and during their stay at the Pasto Salud ESE IPS they will receive interdisciplinary care that allows them to evaluate and provide treatment for their needs and abilities.

2. Right to free movement: Elimination of physical barriers, so that they have access to the Entity's facilities.





They have the right to receive equal attention and respectful of their abilities and contributions, especially in relation to information and their movement within the Institution.

3. Right to Health: Medical provision will be provided in the areas of prevention, care and rehabilitation; always considering that different abilities are not a disease.
4. Right to rehabilitation: These services must be provided so that people with disabilities achieve and maintain an optimal level of autonomy and mobility. All people with disabilities have the right to access the processes of habilitation and comprehensive rehabilitation respecting their specific needs and possibilities in order to achieve and maintain maximum autonomy and independence, in their physical, mental and vocational capacity, as well as inclusion and full participation in all aspects of life. To that extent, the Social State Enterprise Pasto Salud ESE will guarantee free access for people with different abilities to the services it provides, specifically those derived from their disability, including early detection and intervention, and those aimed at preventing and reducing to the maximum the appearance of new disabilities.

**THIRD ARTICLE.** Approve and adopt within the Institution the rights of mental health patients, according to the competences of Pasto Salud ESE.

1. Right to receive comprehensive and integrated and humanized care by the human team and specialized mental health services.
2. Right to receive clear, timely, truthful and complete information on the circumstances related to his/her health condition, diagnosis, treatment and prognosis, including the purpose, method, probable duration and expected benefits, as well as its risks and consequences, of the facts or situations causing their deterioration and of the circumstances related to their social security.
3. Right to receive specialized and interdisciplinary care and treatments with the best scientific evidence in accordance with scientific advances in mental health.
4. Right to have the least restrictive of individual liberties interventions according to current law.



5. Right to have a psychotherapeutic process, with the times and sessions necessary to ensure dignified treatment to obtain results in terms of change, and quality of life.
6. Right to receive psychoeducation at an individual and family level about his/her mental disorder and the forms of self-care.
7. Right to receive a medical disability, under the terms and conditions set by the treating health professional, guaranteeing recovery in the person's health.
8. Right to exercise his/her civil rights and in case of incapacity, his/her incapacity to exercise these rights is determined by a judge in accordance with law 1306 of 2009 and other current legislation.
9. Right not to be discriminated or stigmatized, due to his/her condition as a person subject to mental health care.
10. Right to receive or reject spiritual or religious help according to his/her beliefs.
11. Right to access and maintain the link with the educational system and employment, and not to be excluded because of his/her mental disorder.
12. Right to receive the medicine that is always required for therapeutic or diagnostic purposes.
13. Right to demand that informed consent be taken into account to receive treatment.
14. Right not to be subjected to clinical trials or experimental treatments without his/her informed consent.
15. Right to confidentiality of information related to his/her care process and to respect the privacy of other patients.
16. Right to rejoin to his/her family and community.

**FOURTH ARTICLE.** Approve and adopt within the Institution and guarantee the information on sexual and reproductive health rights.



## **SEXUAL RIGHTS:**

1. Right to strengthen self-esteem and autonomy to make decisions about sexuality.
2. Right to explore and enjoy a pleasant and sexual life.
3. Right to choose sexual partners.
4. Right to live sexuality without any type of violence.
5. Right to have consensual sexual relations.
6. Right to freely and autonomously decide when and with whom sexual life begins.
7. Right to decide on union with other people.
8. Right to live and freely express sexual orientation and gender identity.
9. Right to protection and prevention of sexually transmitted infections or unwanted pregnancies.
10. Right to receive information and access to quality health services on all the dimensions of sexuality without any type of discrimination.

## **REPRODUCTIVE RIGHTS:**

1. Right to make decisions about reproduction without suffering discrimination, coercion, or violence.
2. Right to freely decide whether to have children.
3. Right to decide on the number of children a woman wants and the period between one pregnancy and another.
4. Right to decide on the type of family she want to form.



5. Right to exercise motherhood with equal treatment in the family, spaces for education and work.

6. Right to a comprehensive education for sexuality throughout life.
7. Right to access modern, safe, and effective contraceptive methods (including emergency contraception).
8. Right to have access to health services and medical care that guarantee safe motherhood.
9. Right to access the benefits of scientific advances in sexual and reproductive health.

**ARTICLE FIVE:** To approve and adopt within the Institution, the rights of victims of sexual violence who receive attention in the IPS of Pasto Salud ESE in any of the services and dependencies.

1. To be treated with dignity, privacy and respect during any interview or performance for medical, legal, or social assistance purposes.
2. To be informed about the legal procedures derived from the crime.
3. To be informed of the services available to meet the needs that the crime has generated.
4. To have access to a free orientation and counseling service for her and her family, and assisted by qualified personnel.
5. To have free access to the following services:
  - a. Exam and treatment for the prevention of sexually transmitted infections.
  - b. Examination and treatment for physical and emotional trauma.
  - c. Collection of legal medical evidence.
  - d. To be informed about the possibility of accessing compensation for the damages caused by the crime.





**ARTICLE SIX.** It is mandatory for every Pasto Salud official to know, understand and give effect to the rights and duties of users from their work area. The Network Operating Directors, the Primary Units, the ethics committee, and the humanization team will be responsible for the deployment, implementation, and analysis of their violation.

**SEVENTH ARTICLE:** The Network Operational Directors will present to the Hospital Ethics Committee the guide for the disclosure and training of rights and duties to all interest groups, emphasizing people with visual and hearing disabilities and will be responsible for their disclosure, training, implementation and monitoring.

**ARTICLE EIGHT:** The Hospital Ethics Committee is responsible for reviewing, updating, and evaluating compliance with the rights and duties of users.

**ARTICLE NINE:** This resolution is effective as of the date of its issuance ...

COMMUNICATE AND COMPLY

**ANA BELEN ARTEAGA TORRES**  
Manager



EMPRESA SOCIAL DEL ESTADO  
**PASTO SALUD E.S.E**  
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# Rights and Duties

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Projected by: SOFIA ISABEL DIAZ CAMPAIGN. Red Norte Operational Director. Pasto Salud ESE \*

Reviewed by: NOHORA CECILIA ESPINOSA PEREZ. Deputy Manager of Health and Research, Pasto Salud-ESE.