



# THE OFFICE OF PATIENT ADVOCATE

Commonwealth of Puerto Rico

Act 194-2000, as amended

# PATIENT RIGHTS AND RESPONSIBILITIES ACT

## YOUR RIGHTS

- To receive high quality health services.
- To file a complaint or claim through the Office of the Patient Advocate by calling our HOTLINE free of charge **1.800.981.0031**.
- To receive information from your physician, as well as the right to participate in every decision related to your healthcare.
- To choose the primary physician, specialists, laboratory, pharmacy, X-ray providers and hospital/emergency rooms of your preference, as long as they are part of your insurer's healthcare provider list.
- To be treated in any emergency room, 24 hours a day, 7 days a week, without the need of prior authorization from your primary physician or insurer.
- To communicate freely with your physician and other healthcare service providers, without fear and in strict confidentiality.
- That your medical record be kept in a confidential manner.
- To be treated fairly and with respect by your physician or any other healthcare professional.
- To not be discriminated against for any reason.
- To receive services by specialists, provided they are part of your insurer's provider list and your insurer's referral procedures are followed.

## YOUR RESPONSIBILITIES

- Discuss everything related to your health condition with your primary physician or specialist.
- Inform your physician of any change in your health condition.
- Comply with the treatment that was agreed upon with your primary physician or specialist.
- Exhibit appropriate behavior that does not prove detrimental to other patients, or that hinders or prevents other patients from receiving the healthcare they need.
- Care for your health and practice a healthy lifestyle.
- Report any undue charges or violation of your rights as a patient to the Office of the Patient Advocate.
- Use medical services, healthcare facilities, and emergency rooms only when it is necessary or if your condition requires you to do so.
- Know everything related to your health insurance and the services it provides.
- Report any fraudulent act related to services received or healthcare facilities visited.
- Respect every healthcare professional.

***Know your patient rights and responsibilities!***

**1-800-981-0031 (Island Wide)**

(787) 277-1100 (Metro Area)