	RIGHTS AND DUTIES OF INDIVIDUALS RELATED TO THE PROVISION OF HEALTHCARE SERVICES		
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Adopted from LAW 1751 OF 2015 OF THE CONGRESS OF THE REPUBLIC, which regulates the fundamental right to health and establishes other provisions.

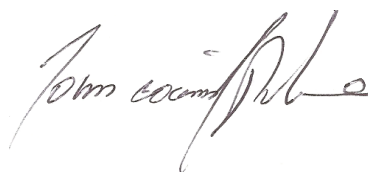
RIGHTS OF INDIVIDUALS RELATED TO THE PROVISION OF HEALTHCARE SERVICES

1. To access healthcare services and technologies that ensure comprehensive, timely, and high-quality care.
2. To maintain full, ongoing, explicit, and clear communication with the attending healthcare professional.
3. To receive clear, appropriate, and sufficient information from the attending healthcare professional to make free, informed, and conscious decisions regarding procedures and their risks. No person shall be forced to receive health treatment against their will.
4. To receive healthcare benefits under the conditions and terms established by law.
5. To be treated with dignity, respecting their beliefs, customs, and personal opinions regarding procedures.
6. To have their medical record treated confidentially and accessed only with patient authorization or in cases provided by law, and to access and obtain copies of their full medical record free of charge.
7. To timely provision and access to required technologies and medications.
8. To privacy. Confidentiality is guaranteed for all information provided in the context of accessing healthcare services and the person's health status, without prejudice to legal access by family or authorities as permitted.
9. To receive information about formal channels for filing complaints, claims, or suggestions, and to receive a written response.
10. To request and receive explanations or accountability regarding the costs of received treatments.
11. Not to be subjected to cruel or inhuman treatment, avoidable suffering, or untreated diseases when treatment is available.
12. Not to be burdened with administrative or bureaucratic responsibilities that fall on service providers.
13. To exhaust all treatment possibilities for overcoming their illness.

DUTIES OF INDIVIDUALS RELATED TO HEALTHCARE SERVICES

1. To take care of themselves, their family, and their community.
2. To follow recommendations given in health promotion and disease prevention programs.
3. To act in solidarity in situations endangering life or health.
4. To respect the personnel responsible for providing and administering healthcare services.
5. To use the provided benefits and system resources appropriately and rationally.
6. To comply with health system regulations.
7. To act in good faith toward the health system.
8. To provide timely and sufficient information required for the provision of services.
9. To contribute in solidarity to the financing of healthcare and social health security expenses, according to their ability to pay.

**ADOPTED FROM LAW 1751 OF 2015 BY HIDENTAL S.A.S.
COMMUNICATE AND ENFORCE**



JOHN CAMILO PALACIO ZAPATA
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HIDENTAL S.A.S.