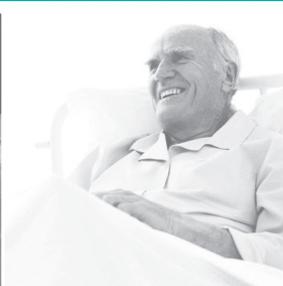
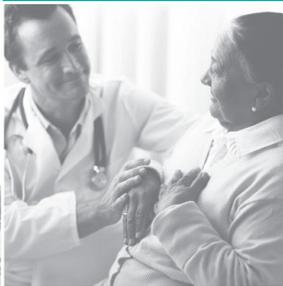


Patient welcome guide



Hospital  quirónsalud
Valencia



Welcome

Dear patient,

Welcome to **Hospital Quirónsalud Valencia**. First and foremost, thank you for placing your trust in us for your health care.

On behalf of the more than 400 Hospital Quirónsalud doctors and other health professionals working in this hospital, we want you to know that we are at your complete disposal and will work to make your time here as pleasant, comfortable, and satisfactory as possible.

We aim to provide you with top-level medical care. We use the most state-of-the-art technology and the most innovative medical techniques. Driven by the vocation of an entire human team with the finest in specialist training, we will be there by your side to provide you with whatever you may need and offer you care that is personalized, respectful, and with a human touch.

To help your stay with us go smoothly, this welcome guide will show you all the services and facilities that you and your family members or others accompanying you have at your disposal.

If you have any questions or suggestions, please don't hesitate to let us know by telling your care providers or by contacting our Department of Patient Services.

We hope you have an enjoyable stay with us and wish you a speedy recovery.

Kind regards,

Francisco Fiestras Pérez
Territory Director, Eastern Spain

Created and coordinated by:
Assistance, Quality and
Innovation Head Office

Published in
2017

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A. General information

1. Who we are

Quirónsalud is the leading healthcare-services company in Spain. We are a young brand, though one **with over 60 years of experience** in caring for people's health and well-being.

Quirónsalud focuses its efforts and resources on offering people health care that stands out for its excellence and quality.

We cover **all medical specialties** so our **patients can enjoy comprehensive care**. Our group features **more than 100 health centers throughout Spain**, a highly **renowned staff numbering 30,000 medical professionals**, the **most advanced technology**, an **inestimable vocation for research and teaching**, and a **management model** based on an unbending commitment to quality.

Quirónsalud partners with over 25 universities, carries out more than 600 research projects a year, and trains more than 3,000 specialists.

Expert care and person-focused medicine, proximity, and a connection with patients. Because our way of understanding health is **person by person**.

We at Quirónsalud believe that by being nearer to our patients, we will be able to take our health care further.

2. Mission, vision, and values

Mission

Our mission is to care for people's health and well-being, putting top-quality health services at patients' disposal and using our modern hospital structure and advanced technological means to their fullest.

We aim to do what we do with utmost professionalism, respect, and effectiveness. None of this would be possible without our human team—competent, devoted to the profession, and committed to people.

We put great stock in our teaching and research, as these two realms of our activity help us transfer our outcomes to society as a whole.

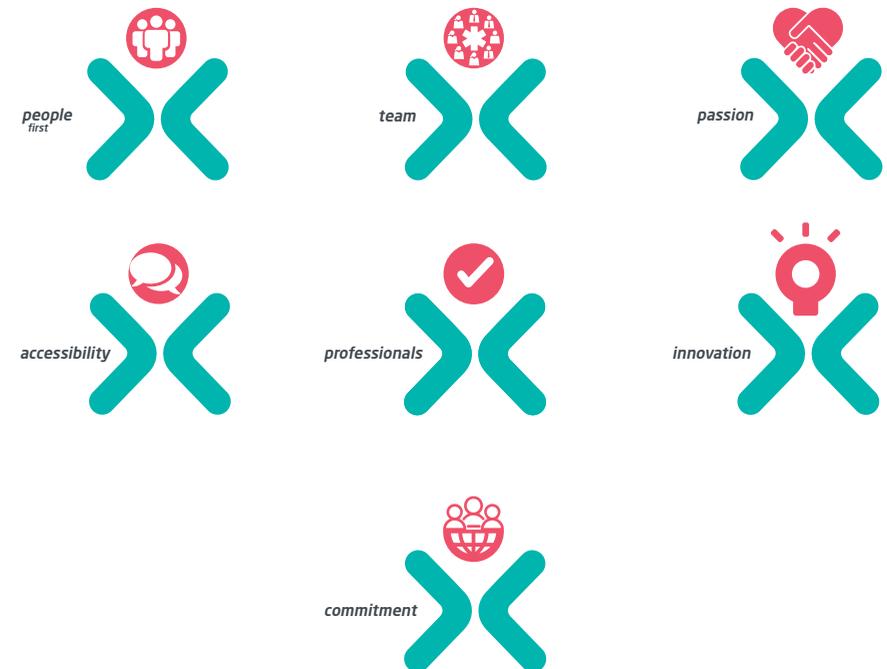
We believe everything we do should revolve around people. That is why our motto is health person by person.

Vision

- To be Spain's leading hospital-management group and a point of reference for all of European health care, earning a reputation of trustworthiness and guaranteed quality among patients, medical professionals, and institutions.
- To forge a leading group in health-care services, developing a solid corporate identity and image and fostering a sense of pride and belonging within our organization.
- To build an efficient network of hospitals and other health centers, offering comprehensive care that meets the needs of all patients. We are driven by values of equality and respect and are firmly rooted in excellence of care, technology, and human treatment.
- Manage the Group's health centers, divisions, and services in a way that creates value for the company and for society.
- Attain maximum levels of partnership with the public health system to develop a network of efficient hospitals that satisfy the needs of all citizens.
- Promote innovation, research, and teaching.
- Continuously improve the quality of our technology, our team, and the care provided in all our health centers.
- Care for and preserve our surroundings through initiatives that bolster our corporate social responsibility and positive environmental impact.

Values

Our values are the pillars behind our way of acting, working, and doing things. They are a testament to what we are and what we will become. They transmit our way of understanding health and our relation to people. They make us unique. Our identity is made up of:



B. The hospital



1. Portfolio of services

Hospital Quirónsalud Valencia offers patients all the medical specialties necessary to provide comprehensive care. To do so we have a prestigious team of care professionals at your service, state-of-the-art technology, and high output in research and teaching. All of this is framed within a management model based on a solid commitment to excellence in care and patient safety, thus making ours a hospital that is clearly focused on helping you better your health.

You can find out about our portfolio of services by contacting our information staff or personnel working in the patient answer center or on our website www.quironsalud.es/valencia.

2. General information

- 10 ORs
- 1 Delivery room
- 65 Inpatient beds
- 104 Examination rooms
- Emergency department
 - General
 - Pediatric
 - OB/GYN emergencies
 - Orthopedic
- Advanced technology
 - 1 CT scanner
 - 2 MRIs

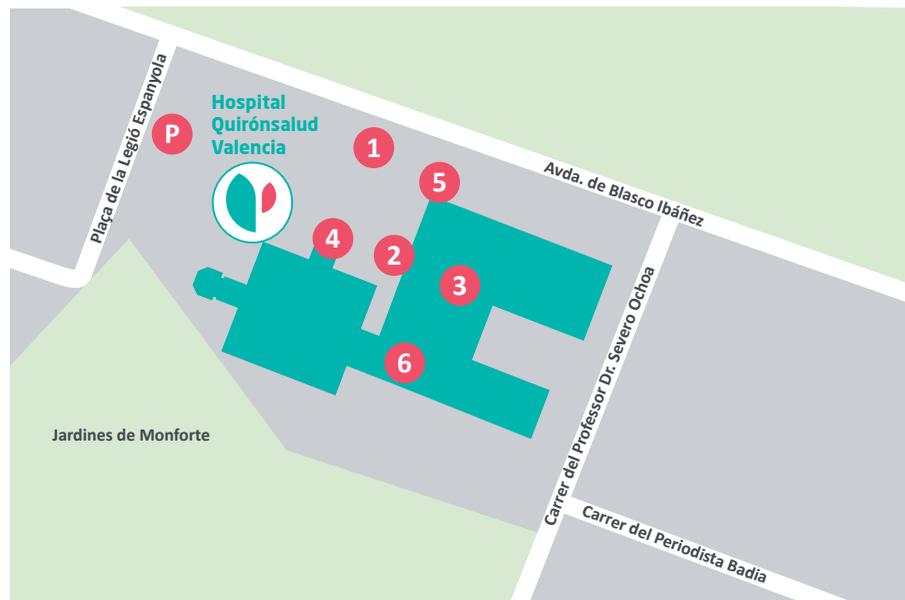
3. Map and points of access

- Address: Avda. Blasco Ibáñez, 14. 46010 Valencia, Valencia

Directions:

- Transporte público:
 - Bus: 12, 29, 30, 31, 40, 41, 71, 79, 80, and N2.
 - Metro: metro station Facultades (line 3).
- By car: The hospital has its own parking area

Map:



www.quironsalud.es/valencia
 96 369 06 00
 96 393 17 06
 info.valencia@quironsalud.es

- | | |
|----------------------------|-----------------------------------|
| 1 Hospital entrance | 5 Ambulance entrance |
| 2 Emergency services | 6 Laboratory |
| 3 Radiology | P Patient and visitor car parking |
| 4 Outpatient consultations | |

4. Services

Reception and information points

Staff working at the desks located near the different entrances to the hospital will give you any information you may need about the hospital.

- Telephone: 963 690 600

Patient answer center

The patient answer center is staffed by a team of professionals whose mission it is to welcome and orient patients and their family members. If, during your admission or while visiting a patient, you have any questions, complaints, or suggestions for us, please come to the patient answer center, and we will help you in a way that is rigorous and professional.

- Location: Avda. Blasco Ibáñez 14 46010 Valencia
- Opening hours: M-Th: 9:00 AM- 2:00 PM // 4:00 PM- 7:00 PM
F: 8:00 AM- 3:00 PM
- Telephone: 961 041 908
- E-mail: atencionpaciente.val@quironsalud.es

Interpreters

The hospital provides interpreters for English and French; these services can be requested through the patient answer center.

The patient answer center is available to assist you in English if you require it.

Cafeteria and restaurant

Patients, family members, and visitors can enjoy the hospital's restaurant and café. The restaurant's offering includes menu items, prix fixe menus, combination dishes, and a number of options for people with special diets. Its generous opening hours accommodate visitors at any time of the day, special dietary needs and in-room service for people accompanying patients.

The hospital has vending machines for food and drinks near the emergency department.

Religious services

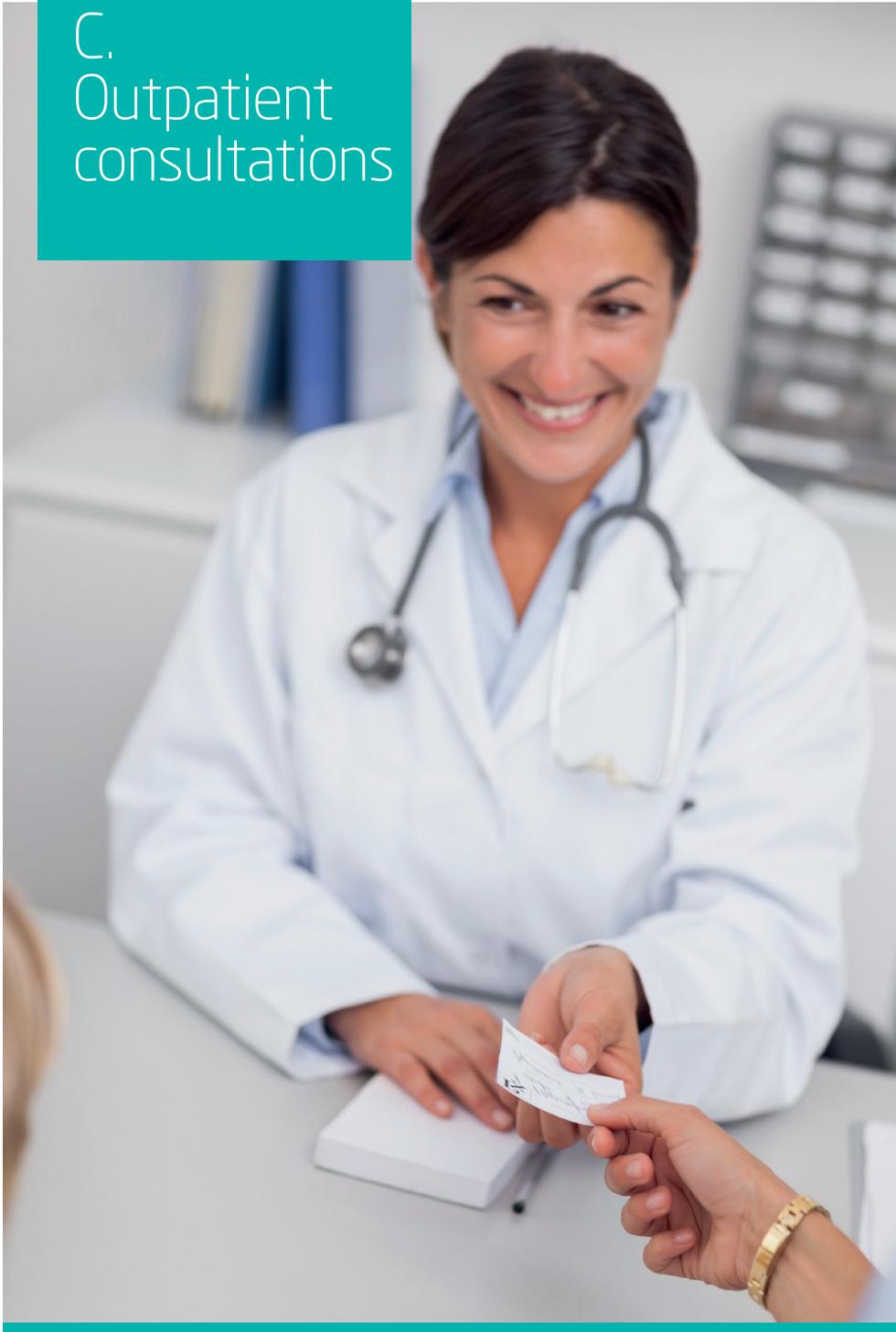
If you would like to receive religious services, please notify the patient answer center. Whenever possible, the hospital will arrange for a representative of your faith to be present.

Wifi

The hospital offers free WiFi. Ask a representative at the reception desk for instructions on how to connect to the network.



C. Outpatient consultations



1. Appointments

Online appointments: By accessing the Patient Portal (www.quironsalud.es), patients can manage their own appointments.

Appointments by phone: To schedule a consultation or test, call 963 690 600 Monday to Friday, 8:00 AM to 10:00 PM.

To schedule an appointment in person: 8:00 AM- 10:00 PM

2. Admissions for outpatient consultations

Admissions staff will handle all the necessary administrative matters both upon your arrival and after your consultation, ensuring utmost privacy and confidentiality at all times.

Patients with private health insurance must present their insurance card and personal identification.

Out-of-pocket patients shall pay for the consultation and/or tests reflected on the estimate, which will be updated to reflect the services finally rendered. Payment by credit card is preferred; in exceptional circumstances, however, cash payment will be allowed provided the amount does not surpass €2,500 (in adherence of Spanish Law 7/2012 limiting cash payments).

D. Inpatients



1. Upon arrival

Upon your arrival at the hospital, admissions staff will handle all paperwork in a way that will ensure utmost privacy and confidentiality at all times.

What documents should I bring?

- Identity card (e.g., Spanish national identity card, resident card, passport, etc.).
- If you are covered by insurance, any authorizations required by your insurer.
- If you are scheduled to undergo elective surgery, you should present the preoperative documentation (tests performed at the surgeon's request prior to the operation) as well as a copy of the informed consent form signed by the patient and doctor for the surgical procedure you will have performed and, where applicable, by the anesthesiologist.
- When paying with their own funds, patients must provide payment or provide proof of bank transfer for the amount of the estimate and also present the estimate document itself, signed by the patient to indicate their approval. In the event the amount owed has not been paid via bank transfer, the preferred method of payment shall be credit card. Payment in cash will be accepted in exceptional circumstances provided the amount transacted is low.
- Should additional tests and/or a prolonged hospital stay be required, any additional costs beyond the amount of the estimate will require that the patient increase the amount of the deposit paid.

Once all admission paperwork has been completed, members of the nursing team will accompany you to your room, where our care team will look after your needs and conduct the medical procedures required.

Additional information

- **Medical information:** The attending physician will provide you with any medical information you may need. In order to safeguard your right to confidentiality, your physician will only provide information to those individuals you designate. Due to matters of confidentiality, no information will be given by phone.
- **Medication:** If you are taking medication, make a list of the drugs you are taking and give the list to the nurses working in the unit where you are being admitted.
- **Allergies:** If you are allergic to any medication or other product or if you require a special diet or have any circumstances you consider to be exceptional, inform the nursing staff of this at the moment of your admission.
- **If you are going to have surgery performed,** you should not wear any oral or ocular prostheses, hearing aids, glasses, jewelry, etc. into the surgical area. Please leave these items with your family members or others accompanying you. (Note that the hospital does not store these objects and is not responsible for their loss or theft.) You should also refrain from wearing makeup or nail polish. You will be given instructions on how to prepare for your surgery before the procedure is performed.
- **Values and beliefs:** If, for religious or personal reasons, you wish to receive personalized treatment (e.g., diet, specific treatments or therapy), do not hesitate to contact the unit supervisor or nurse supervisor of the unit.

2. Rooms

The hospital's rooms are single occupancy and are outfitted with an additional bed for visitors as well as a bath/shower. Please let the ward's nursing staff know if you wish to use this bed. The hospital also has a number of suites available.

The hospital's rooms feature:

- Heat and air conditioning.
- Easy-to-use electric beds that allow you to change positions whenever you wish.
- Nurse call button at the head of your bed: you can use this button to alert our staff whenever you need to.
- Safe: Though you are advised not to bring valuables to the hospital, you may deposit your objects of value in the safe located in your room. The hospital is not responsible for loss or theft of money or other items belonging to patients and/or those accompanying them.
- All telephone calls made from the room telephone will be charged to your hospital bill and must be paid upon leaving.
- Television: Contact the ward staff if you wish to have this service.
- WiFi: The ward staff will give you information on how to connect to the network.

3. Your stay

During your stay with us you will receive care from a team of medical professionals whose aim is to make you healthier. Cooperate with these professionals and follow their instructions.

Our nursing staff will be handling your care. Should you require any information, need to address matters of any kind, or wish to make suggestions, please speak with the nursing supervisor on your ward.

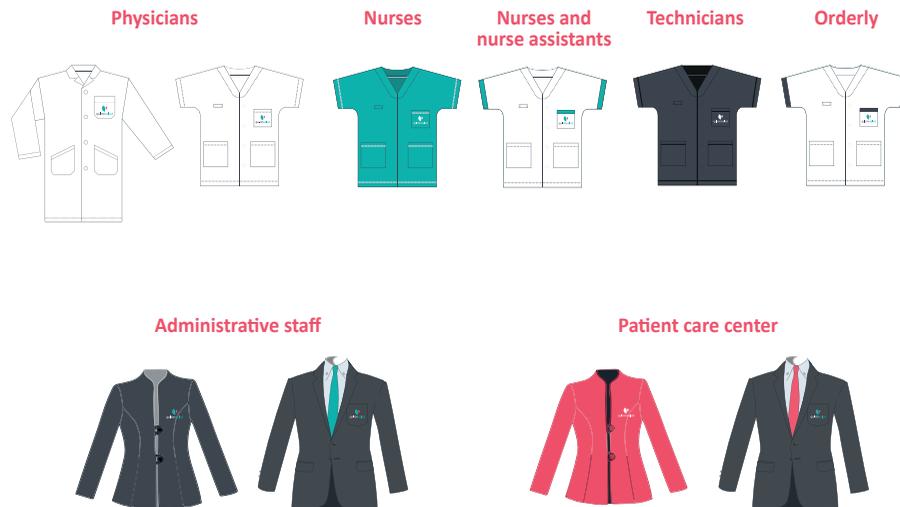
3.1. Identification

a) Hospital staff

All hospital staff involved in your care will introduce themselves, giving you their name, both surnames, and their profession.

Also, all hospital staff wear ID badges containing their name and position. Professional category is indicated by the type of uniform worn by employees.

If any questions come up concerning the staff member providing you with care, ask them to identify themselves.



b) Patients

During your stay in the hospital an ID bracelet will be placed on your wrist. This bracelet contains information that is essential to correctly identify you, such as your name, surname(s), and medical record number.

This is to ensure that you can be correctly identified by hospital staff at any time and receive the proper care.

It is important that you wear the bracelet at all times while in the hospital. If you notice your bracelet has become frayed or otherwise worn out, please notify the nursing staff on your unit so they may provide you with a new one.

Let us know how you would like to be addressed, that is, if you would like to be referred to as "Sir" or "Madam" or by your name.

When a staff member enters your room, they will call you by name to ensure that you are receiving proper treatment. Please notify us if you think we may have mistaken you for another patient.

Staff will also check your ID bracelet before administering medication, providing treatment, or running tests.

c) Newborns

At birth, newborns will be fitted with a bracelet of the same color and bearing the same code as the mother's. The bracelet will also contain the mother's first name and surname(s).

3.2. General information

Room cleaning

Rooms are cleaned during the morning hours, although there is a 24-hour cleaning service available when necessary. We kindly request that individuals accompanying patients leave the room while it is being cleaned. The hospital provides alcohol-based hand sanitizer for hand hygiene.

Telephone

The hospital has 24-hour telephone service.

All rooms are equipped with a telephone that can be used to make the following telephone calls:

- Internal calls: dial the extension number.
- Outside calls: dial 0 followed by the number you wish to call.

Nursing staff can inform you of the applicable rates for phone calls. Family and friends wishing to call patients from outside of the hospital must call the hospital switchboard and ask the operator to connect them to the patient's room.

Cell phone use

Please keep in mind that using cell phones inside the hospital may interfere with certain machines and disturb other patients' rest.

We recommend that you keep cell-phone use to a minimum.

3.3. Meals

a) Patient

A team of specialists in nutrition and diet will ensure you receive a balanced diet that is appropriate for your personal situation. For this reason, we ask that you not bring in food or beverages from outside the hospital.

If you experience any problems with the food we serve you, please notify the nursing staff of your unit and we will attempt to make the appropriate adaptations.

Patients without dietary restrictions can choose from among several menu options available. Each day when a member of our nursing staff brings you your meal tray, you will also receive a menu for you to choose the next day's lunch and dinner.

Meals are served in the hospital rooms at the following times:

- Breakfast: 8:30 to 9:15 AM.
- Lunch: 1:30 to 2:15 PM.
- Afternoon snack: 5:00 to 5:15 PM.
- Dinner: 8:00 to 9:00 PM.

Diet permitting, the nursing staff will offer you milk, herbal tea, or another beverage to help you fall asleep.

b) Individuals accompanying patients

Patients who have insurance plans that cover meals for individuals accompanying them should collect the necessary vouchers upon admission. These vouchers must then be presented in the hospital cafeteria.

Patients who have insurance plans that cover meals for individuals accompanying them may have in-room meals with their friend or family member.

3.4. Clinical information

a) Communicating with your doctor

Throughout the time of your admission, your attending doctor will tell you what tests you will have done and update you on the state of your health.

Good communication between you and your doctor helps us give you the finest care. That's why we need you to take part in all decisions regarding your care.

You and the individuals you designate will receive clinical information that is relevant to your treatment as stipulated by applicable laws on clinical records and information.

For patients who are minors, the clinical information will be made available only to the child's parents or legal guardians.

Please let your doctor or nurse know if you have any special requirements, as this knowledge will help us make you better as quickly as possible.

b) Ask questions

We want you to have all the information you need to understand your health problem so you can take an active role in your care. Your doctor will explain the tests or treatments you will receive so you can know what to expect. Please ask us any questions you may have, as this information may be relevant to decisions about your health.

If it is necessary to perform any tests or surgical procedures requiring your authorization, your doctor will inform you appropriately and will ask you to provide your written consent for this. If you are unsure of anything whatsoever, please ask as many questions as you see fit.

It can be easy to forget what you have been told or the questions you wanted to ask. We suggest writing down any questions you want to ask your doctor or nurse at a later time.

Medication can be an important part of your stay in the hospital. Don't hesitate to ask your doctor or nurse about the medication you are given and its possible side effects. During your stay in the hospital, we suggest that you always ask the following three questions about the drugs you are going to be given:

- What's the name of the drug?
- Why do I need to take it?
- What are its possible side effects?

c) Communication during handovers

One of the ways we make sure we are meeting your needs is by providing you with information at the bedside.

At the time of handovers (change of shift), nursing staff will visit you to:

- Introduce themselves.
- Go over your treatment plan.
- Answer any questions you may wish to ask.

Information given to patients from the bedside is personal and increases safety. It will give you and your family members the chance to understand what is going on and to get involved in your care and decision-making.

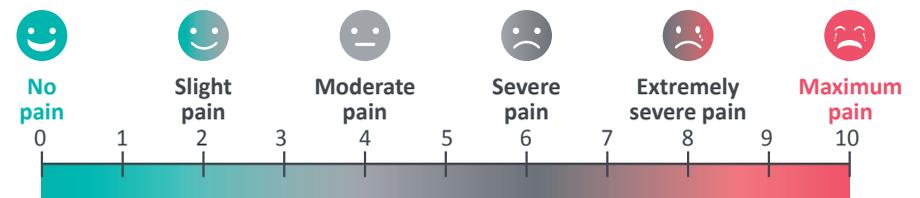
d) Pain management

Please let us know if you are in pain. Managing pain properly requires a great deal of cooperation between you and your caregivers.

If your pain is out of control, we want to know about it. Please keep your nurse or doctor advised.

Also, please tell the staff member who treats you the following:

- Where you feel the pain, how often it appears, and how long it lasts.



- What type of pain you are feeling: acute, cramping, palpitations, burning, or sharp.
- Let them know if your pain doesn't go away or if it worsens.
- Which pain medications have worked and which haven't worked in the past.
- If you have ever experienced side effects from taking pain medication.
- What types of pain you have had with previous operations or hospital admissions.
- If you have ever had an allergic reaction to a drug (e.g., itchiness, rashes, or difficulty breathing).

We will do whatever we can to treat your pain safely and effectively so you can be comfortable while in the hospital.

e) Ward manager visits

We want to offer you care that is excellent. That is why we have instituted a program of ward manager visits by which supervisors will come by your room to make sure your stay in the hospital is a pleasant one and also to give you the chance to let us know about any needs or suggestions you may have.

3.5. Accompanying patients

Patients may have company at all times during the day; however, care staff will let these friends and family know when it is best that they remain outside the room. Please follow their instructions.

Should you require an external caregiver for their care, the hospital can arrange this service for hire; if you are interested in this, please contact the patient answer center.

In case of:

- **Hospitalization for surgery:** once the operation has concluded, the patient will be transferred to the recovery unit, where they will remain until they are transferred to the inpatient ward or discharged.
 - Following surgery, the doctor will inform individuals accompanying the patient of how the surgery went; for this reason, these individuals must remain in a place where they can be easily located, such as the patient's hospital room or, in case of outpatient surgery, the waiting room.
- **Child inpatients:** These patients must be accompanied at all times. It is advisable for each child to have at least one parent or guardian present in the hospital at all times so they may make the appropriate decisions that arise and give them emotional support.
- **When in an unfamiliar environment, elderly patients may become disoriented.** For this reason, we recommend that these patients be accompanied during the night by either a family member or other person. It can also help for older patients to have items in their room that remind them of their loved ones. These items may include photographs of their children or grandchildren, drawings, or other objects of sentimental value to help them remain aware of where they are and motivate them to get better.
- **Obstetric admissions:** Family and other people accompanying mothers-to-be are recommended to remain in the room during delivery. Inform your doctor or midwife as to whether your partner will be present during delivery. After the delivery has finished—and except in cases in which it is inadvisable to do so for medical reasons—mother and child will be transferred to the inpatient ward.

- Our nursing staff will help you learn to care for your newborn. Babies born healthy will remain in the mother's room throughout the time the mother and child are in the hospital.
- The hospital offers a support group to help mothers breastfeed; this group is made up of nurses and a pediatrician and will be available to assist you even after you leave the hospital. If you would like to know more about this service, you will have an opportunity to find out about it while you are in the hospital.
- Newborns who require specific care will remain in the neonatal unit. Your neonatologist will provide you with daily updates on how your baby is coming along in the unit.

Parents are welcome to enter the neonatal unit, though they are kindly asked to follow the instructions of the hospital staff.

3.6. Visitors

There is no set schedule for visiting patients per se, though most medical care is given in the morning, which makes it best to visit patients in the afternoon before 8:00 PM. Please remember that visiting a patient too often or staying too long may tire them out. **The best visits are short and peaceful.**

Advice for those accompanying and visiting patients:

- For the patient's benefit, limit the number of people accompanying them.
- Don't speak in a loud voice or loiter in the hallways.
- Respect others' need for rest.
- We recommend that children under 7 do not visit patients in the hospital.
- The ICU, cardiac intensive care unit, and neonatal unit are restricted areas, and visits are restricted to a set visiting schedule.

Visiting hours for the ICU and cardiac intensive care unit

Because the patients in these units are in an especially delicate state, only two visitors per patient are allowed, and only direct relatives can visit them. Visiting hours for patients in the ICU and cardiac intensive care unit are:

- From 12:30- 1:30 PM
- From 7:30- 8:00 PM

Child patients must be accompanied by an adult 24 hours a day, preferably by the child's parents or legal guardians.

Family members can receive updates on the patient's state of health while in the unit. Due to issues of confidentiality, this information is not provided over the telephone.

Family members and other individuals accompanying patients in the ICU and cardiac intensive care unit wait in a specific waiting room designated for these two units. This waiting room is connected to the units by telephone and intercom.

3.7. Rest

Admitted patients need rest. Help us keep noise levels down.

- We will work to maintain a silent atmosphere for the benefit of your recovery.
- Let us know if it is too loud. We will do whatever we can to lower the noise.
- Nighttime interruptions will be kept to a minimum.

3.8. Getting around the hospital

Nursing staff must be notified before you move about the hospital.

For security purposes, the hospitals' doors are closed at night after 10:00, and the only door that remains open is the emergency department door.

If a patient requires transfer to the ICU unit, the room they were in previously may need to be emptied for use by other patients. When the patient is transferred once again to the ward, they will be assigned a new room.

4. Discharge

a) Discharge

The hospital will process your discharge and keep you updated at all times regarding all paperwork.

You will be notified of your discharge as soon as your doctor decides it is appropriate. When possible, you will be notified 24-48 before your discharge so you and your family may plan accordingly.

It is important that you leave the room available by 12:00 noon so that other patients may enter. Patients who fail to leave their room at noon on the day of their discharge will be billed for an additional hospital stay.

Your doctor will give you a discharge report. This report will contain the care and medication you should receive after discharge.

If your doctor recommends a follow-up appointment, the discharge report will state the date and time of this appointment; alternatively, the report will tell you to schedule an outpatient consultation. If you wish, you can schedule an appointment before you leave the hospital.

A member of our nursing team will tell you what type of care you should continue receiving while at home. Where appropriate, your nurse will write up a nursing discharge report indicating the care you require.

Before you leave the hospital, ask doctors or nurses any questions you may have about this.

The staff of your unit will tell you what to do to complete your discharge from the hospital.

Once you have done this, notify your unit's nurses so they may give you all the documentation necessary.

Please remember to request information for all tests performed while you were admitted. If you wish to have a copy of any test you have had during your stay, ask a nurse for this, and they will get you a copy before you leave the hospital, if possible.

b) Voluntary discharge

If you wish to leave the hospital against a doctor's advice, it is compulsory that you sign the voluntary discharge paperwork provided to you by the hospital. In such cases, the hospital shall be waived of all liability stemming from the future development your ailment.

Your opinion matters



We are eager to get your opinion on the care you receive. If anything does not meet your expectations, we would appreciate it if you informed the patient help center of this; the staff working in the help center have complaint and suggestion forms. Alternatively, you can email us your feedback to atencionalpaciente@quironsalud.es.

We have a system that monitors patient satisfaction through surveys, so we may contact you. If you do not wish to participate, please notify the patient answer center.

E. Clinical and administrative information



1. Informed consent

A consent form must be signed before you have certain surgical procedures or diagnostic tests done. Before it is time to sign the document, your doctor must clearly explain the risks and benefits of the test or procedure. You will be given an informative leaflet on the procedure or test; please read this document closely and sign it at least 24 hours before the procedure. If, upon reading it, you have any questions, please ask your doctor.

2. Doctor's notes

Individuals accompanying hospitalized patients who require a slip due to missed time from work should request these documents from the secretary of the hospital department through which the patient was admitted; alternatively, hospital notes can be obtained through the admissions service.

3. Advance care directives

The legal basis for advance care directives appears in Spanish legislation on rights to health-related information, patient autonomy, and rights to clinical documentation. These laws make specific mention of a registry for advance care directives.

Advance care directives are a document containing a series of instructions or guidelines to be followed when caring for a patient at certain degrees of severity in their health; these directives may be more specific if a patient's likely evolution is known based the illness they have or, alternatively, be more general in nature if the person completes the document at a time when they have no particular disease. Directives also give individuals the chance to assign a medical power of attorney. Powers of attorney are important inasmuch as they may, on the one hand, give assistance in interpreting a patient's wishes and ensure compliance with these instructions and, on the other, make relevant decisions. The aforementioned law calls for advance care directives to be delivered to the medical facility where the patient is undergoing care.

This document will be attached to the patient's medical records to ensure that all care providers may access the document.

If you already have an advance care directive form filled out or wish to complete the form, please notify your attending physician or personal assistant so that they may obtain a form for you or arrange to have a form previously completed by you attached to your medical records.

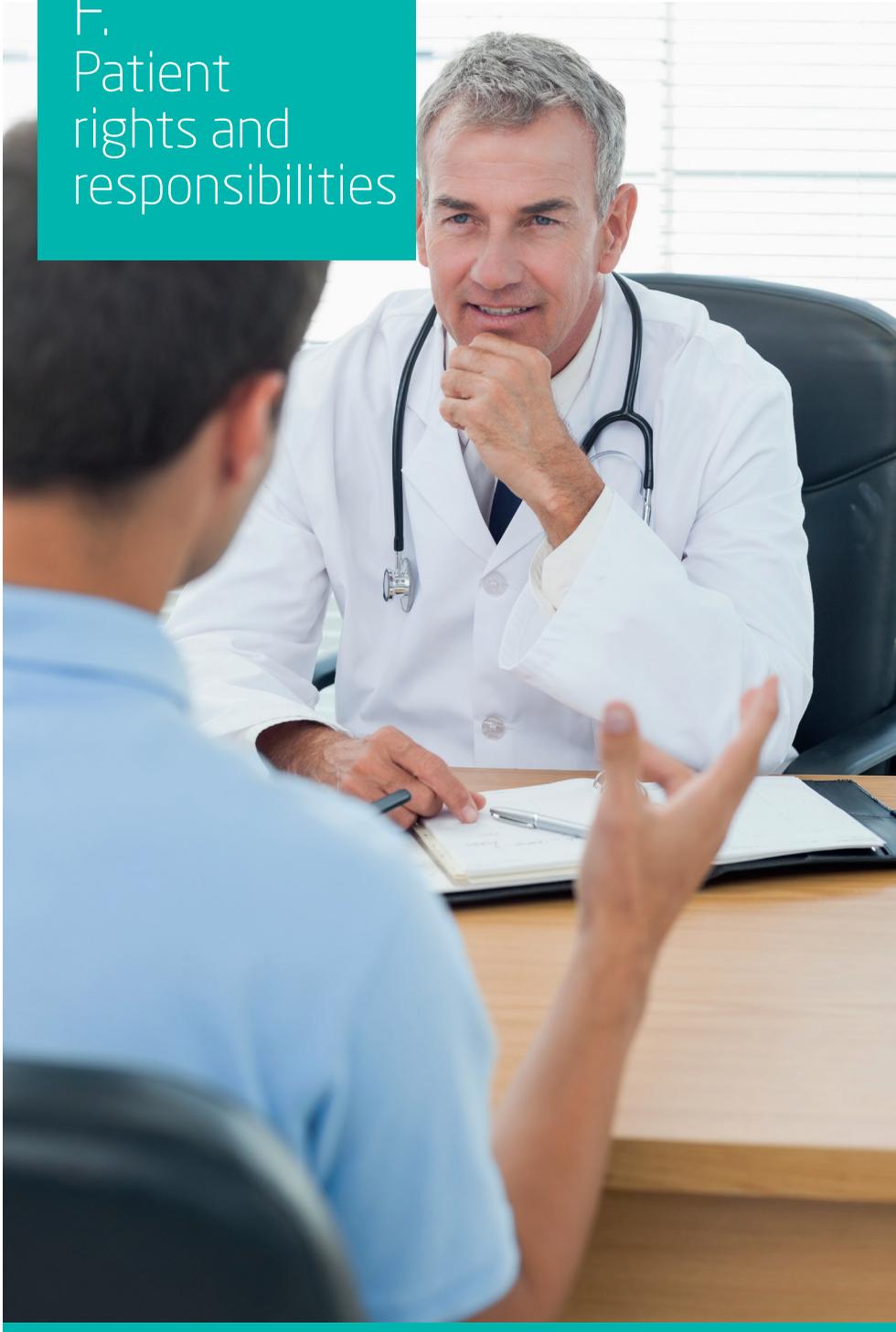
4. Personal data confidentiality

Organic Law 15/1999, of December 13, on protection of personal information, establishes a series of regulations and provisions whose aim it is to guarantee that individuals' personal information is handled in a way that is safe and ensures confidentiality.

The hospital is the rightful custodian of patients' medical records, and as such must safeguard the confidentiality of the information contained therein.



F. Patient rights and responsibilities



Rights

1. Patients shall have the right to health care that is proportionate to their illness and to the capacity of the health center. Patients shall not be subjected to discrimination based on age, sex, ideology, religion, or socioeconomic status.
2. Patients shall also be respected as concerns their personality, human dignity, and privacy, irregardless of their beliefs or creed.
3. Patients shall at all times have a right to information on their state and to receive comprehensible information on diagnosis, treatment, prognosis, and progression of the disease and to learn about the different therapy options as well as the risk that each option may involve. This right is guaranteed by the attending physician.
4. Patients shall have the right to know the name and professional rank of their care providers as well as to meet the person or persons to whom they may address their questions or file complaints on matters not restricted to those of a medical kind.
5. The confidential nature of patients' health-related information must be preserved, especially information concerning treatments and hospital stay.
6. Patients have a right to privacy for their bodies.
7. Patients have a right to have information given to those designated by them. If you wish for information not to be given to a particular member of your close family, you must inform your doctor of this.
8. Where applicable, patients have a right to be made aware of their inclusion in teaching or research projects related to the diagnostic and therapeutic procedures they undergo; under no circumstances should these projects carry an increased level of danger for the patient's health. In all cases, patients must provide their written consent for this.

9. Patients shall be free to decide from among the options presented by their attending physician, with the exception of the following circumstances:
 - When the patient is unable to make such a decision, in which case a family member or other individual close to them shall do so.
 - When the urgency of the case does not allow for delays that may result in irreversible injury or provoke a life-threatening situation for the patient.
 - When failure to intervene poses a risk to the public health.
 - When legal imperative dictates otherwise.
10. Patients have a right to refuse the treatment prescribed to them and to withdraw their informed consent, except in the aforementioned circumstances. This refusal or withdrawal must be included in the patient's medical record.
11. It is the patient's right to be given the opportunity to provide written instructions to be followed in the event they become unable to express their wishes for themselves.
12. Patients shall have the right to receive documented information throughout the entire process of their illness, to receive a discharge report once their stay in the health center has concluded, as well as to make suggestions and file any and all complaints they may consider appropriate with respect to the operations of the health center, presenting such suggestions or complaints to the hospital's admissions staff.

Responsibilities

1. Patients must provide information on their physical state or their health that is truthful and in good faith and also cooperate in the process of gathering this information.
2. Patients shall respect the rules and regulations of the health center, cooperating in operational matters, exercising appropriate care with the facilities, and treating both staff and other users of the health center's services with respect.
3. At the time of admission, patients shall provide the information on their next of kin so that this individual may be contacted should the need arise, and also provide information on the entity responsible for payment of the expenses incurred during the patient's stay.
4. Patients shall use the appropriate channels and procedures established to file complaints.
5. In the event the patient exits the health center by their own accord, they must first sign a voluntary discharge document waiving the health center of all liability.
6. Smoking is strictly forbidden in all parts of the health center. It is important to keep in mind that smoking is seriously harmful for one's health.
7. Once patients have had the opportunity to clarify any relevant doubts, they must sign the consent form for the process they are to undergo; should the patient refuse the treatment proposed, they must sign the document indicating such a decision.

G. An extensive hospital network at your service

Quirónsalud is Spain's leading health-care provider and the third largest group of hospitals in Europe. With over 6,200 hospital beds across 100 hospitals and clinics, the company is present in 13 regions throughout the country and features the most advanced technology. Quirónsalud staff are highly specialized and world-renowned and stand out for their vocation for research and teaching. We work under a management model that is based on an unbending commitment to quality. Quirónsalud partners with over 25 universities, carries out more than 600 research projects a year, and trains more than 3,000 specialists.

Our commitment to quality has driven us to apply several complementary management systems, including those of **Joint Commission International**, **European Foundation for Quality Management (EFQM)**, **Diagnostic Imaging Accreditation Scheme (DIAS)**, and certification under the **ISO standards**.





For more information
about this medical center



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