



OFFICE of the  
PATIENT  
ADVOCATE

Government of Puerto Rico

Law Num. 194 - 2000, as amended  
**PATIENT RIGHTS AND RESPONSIBILITIES ACT**

**RIGHTS**

- To receive high quality health services.
- Acquisition and disclosure of information.
  - *Receive information regarding health insurance plans, healthcare facilities and providers.*
- Selection of plans and providers.
  - *Select your preferred primary physician, healthcare providers and specialists among the list of the health insurance plan.*
- Receive continuous healthcare of services.
  - *Continue receiving healthcare services on a transition period of 90 days after the cancellation or termination of the health insurance plan.*
- Access to emergency services and facilities.
  - *Being properly attended and receive services on emergency rooms without referrals or authorization from the primary physician or the health insurance plan.*
- Participate in decisions on treatment.
- Respect and equal treatment.
  - *Being treated with respect, without discrimination and receive equal treat by the healthcare professionals.*
- Confidentiality in all medical records and information.
  - *Communicate freely with your healthcare providers, maintain access to your medical record and to your medical information in confidentiality.*
- Complaints and grievances.
  - *Settle grievances or disputes in the Office of the Patient Advocate to resolve situations regarding health services.*

**RESPONSIBILITIES**

- Provide detailed information regarding present condition of health, past diseases, medications, hospitalizations, and other related matters.
- Report any changes in your condition to the health care professional in charge of your treatment.
- Inform to your physician that you clearly understood the course of action expected from them.
- Provide written copies of instructions or guidelines, if any, in advance, stating their wishes concerning future medical treatment to extend and preserve their lives.
- Inform to your physician if there are any problems with the prescribed treatment.
- Know the obligation of providers to be efficient and fair in providing care to other patients.
- Maintain a behavior considering the hospital, patients and other employee's needs.
- Provide needed information regarding health insurance plans and collaborate with the healthcare providers when needed to pay for sent accounts and claims.
- Recognize the impact that your life style has in our health and assume the responsibility of your care. It is your responsibility to care for your health and of your family.
- Participate in all the decisions about your health care.
- Inform to the authorities concerning fraud or improper acts that you have knowledge about healthcare services and medical facilities.
- Use internal mechanisms and procedures established by the healthcare provider or the health insurance plan to resolve different issues.
- Recognize the medicine and healthcare professional risks and limits.
- Be informed about all the aspects related of your health insurance plan.
- Comply with the administrative and operational procedures of your health insurance plan, healthcare providers and governmental health benefits programs.

***Be informed!***

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