

KNOW YOUR RIGHTS AS A PATIENT



Learn about your rights as a patient according to Puerto Rico Act 194 of August 25, 2000, as amended, known as the “Carta de Derechos y Responsabilidades del Paciente” (“The Patient Bill of Rights and Responsibilities”).

The right to:

- **Receive high-quality health care.**
- **Get information about health plans, facilities, and health professionals.**
- **Choose your primary care physician, preferred health providers, and specialists from the insurer’s provider list.**
- **Continue receiving health care after the plan’s cancellation or termination.**
- **Be treated in an emergency room without the need of a referral or authorization from your primary care physician or insurer.**
- **Participate in the decision-making process regarding your treatment, which includes any necessary information from your physician.**
- **Be treated with respect, be protected against discrimination, and receive equal treatment from any health care professional.**
- **Freely communicate with your health care provider, access your medical records, and confidentiality of your medical information.**
- **File claims or grievances with the Office of the Patient Advocate to resolve any situation regarding your health care.**

To get more information, you can call the following phone numbers.

Outside Metro Area (Toll Free)
1.800.981.0031

TTY
787.710.7057