



Azienda Ospedaliera Nazionale
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EUROPEAN CHARTER OF THE RIGHTS OF THE SICK

- 1. Right to preventive measures** Everyone has the right to appropriate services to prevent disease.
- 2. Right of access** Everyone has the right to access health services that his state of health. Health services must ensure equal access to everyone, without discrimination on the basis of financial resources, place of residence, type of illness or time of the service.
- 3. Right to information** Everyone has the right to access all information regarding his state of health, health services and how to use them, and all information that scientific research and technological innovation makes available.
- 4. Right to consent** Everyone has the right to access all information that may enable it to participate actively in decisions about their health. This information is a prerequisite for any procedure and treatment, including participation in trials.
- 5. Right to free choice** Everyone has the right to choose freely between different procedures and providers of medical treatment based on adequate information
- 6. Right to privacy and confidentiality** Everyone has the right to confidentiality of personal information, including those concerning his state of health and potential diagnostic or therapeutic procedures, as entitled to the protection of your privacy when implementing diagnostic tests, specialist visits and medical and surgical treatments in general.



- 7. Right to respect of patients' time** Everyone has the right to receive necessary treatment within a short time and predetermined. This law applies to every phase of treatment
- 8. Right to respect quality standards** Everyone has the right of access to health services of high quality, based on the specification and observance of precise standards.
- 9. Right to security** Everyone has the right not to suffer damage caused by the poor functioning of health services or medical errors and has the right to access health services and treatments that meet high safety standards.
- 10. Innovation Law** Everyone has the right to access to innovative procedures, including diagnostic procedures, in line with international standards and independently of economic or financial considerations.
- 11. Right to avoid unnecessary suffering and pain** Everyone has the right to prevent much suffering as possible, at every stage of his illness.
- 12. Right to a personalized treatment** Everyone has the right to diagnostic or therapeutic programs as possible suited to its needs.
- 13. Right to complaint** Everyone has the right to claim when it has suffered a loss and receive a response.
- 14. Right to compensation** Everyone has the right to receive adequate compensation in a reasonably short time whenever suffered physical damage, caused by moral or psychological health services.