

# MY COMPLAINTS, SUGGESTIONS AND RATINGS

All our centres have official complaint forms so that you can lodge a claim, not only with the mutual insurance company, but also with the competent body in each Autonomous Community.



Fraternidad-Muprespa has a Mutual Ombudsperson, who receives the complaints and claims presented, and prepares the files to deal with them.

## How to contact the Mutual Ombudsperson?

- At any of the Mutual Insurance Company's offices or service centres.
- By email, to:  
[defensormutualista@fraternidad.com](mailto:defensormutualista@fraternidad.com)
- Through the Contact us section of the website  
[fraternidad.com/contacto](http://fraternidad.com/contacto)
- Through the virtual complaints and disputes office  
[ovrmatepss.es/virtual](http://ovrmatepss.es/virtual)

## How can I rate the service received?

You will find satisfaction and suggestion forms available at all our centres, which you can fill in anonymously and place in the appropriate mailboxes. Through the questionnaires available in the digital kiosks of each centre or on the Mutua MiFraterPaciente® app.



Fraternidad  
Muprespa

There is a continuous 24-hour service, 365 days a year, at the following numbers:

Within Spain: 900 269 269

Abroad: +34 913 896 398

If you would like to see our complete guide, you can download it from the Mutual Insurance Company's corporate website.



La Mutua  
que cuida *de ti*

Ref. CEP-0472



Consult our certificates at:  
[fraternidad.com/certificados](http://fraternidad.com/certificados)

[fraternidad.com](http://fraternidad.com)



Fraternidad  
Muprespa

PATIENT GUIDE



[fraternidad.com/paciente](http://fraternidad.com/paciente)

Mutual Insurance Company with Social Security, 275

# MY RIGHTS

As a patient, during the course of your care at Fraternidad-Muprespa, I have the following rights:

- To privacy in health actions and to the confidentiality of information related to my health, which may not be accessed without prior authorisation.
- To know all the information available regarding any action related to my health, except in the cases exempted by law.
- To have my prior consent as a patient for any action in the healthcare field.
- To be assigned a doctor responsible for the process who integrates the actions with the healthcare team and to know their identity.
- To freely choose, or refuse, after receiving adequate information, between the different options for applying a diagnostic, prognostic or therapeutic procedure presented to me by the professional responsible.
- That all professionals who intervene in my healthcare activity are obliged not only to correctly provide their techniques, but also to comply with the duties of information and clinical documentation, and to respect the decisions taken freely and voluntarily by myself.
- To have a legible record, in writing or on a suitable technical media, of the information obtained in all my care processes, to have access to my medical record and to receive the medical discharge report at the end of the care process.
- For the person who prepares or has access to my clinical information and documentation to be subject to the obligations of the General Data Protection Regulation (GDPR).

# MY OBLIGATIONS

Likewise, as a patient, you must undertake to comply with the following obligations:

- ♦ To provide the medical services of the Mutual Insurance Company with data on my physical condition and/or my health, medical reports and other additional tests that may be available to me and that may help in the diagnosis and treatment.
- ♦ To give my written consent, in the cases provided for in the Law, after receiving adequate information on the clinical options available.



- ♦ To sign the voluntary discharge document, if applicable, in accordance with the provisions of the legal system.
- ♦ To use the healthcare facilities and services correctly, taking care of them and collaborating in maintaining their habitability.
- ♦ To respect care centre staff, other patients and companions, as well as to take responsibility for the appropriate use of the resources offered by the Mutual Insurance Company.

# MY INFORMATION

All patients have access to their medical records through the MiFraterPaciente® app available for iOS and Android and on the Patient Portal.



- ♦ The Patient Portal is a service that allows protected workers to consult the information on a care process via the Internet with all the guarantees of data security and confidentiality and avoiding unnecessary travel. For example, they can check upcoming appointments, the status of their benefits or submit documentation or medical reports, among other processes.
- ♦ MiFraterPaciente®, an application for mobile devices that allows patients to access interesting features.
- ♦ More information: [fraternidad.com/MiFraterPaciente](https://fraternidad.com/MiFraterPaciente)

MiFraterPaciente® is a free downloadable app available on the Google Play and Apple Store.