



## HELLENIC REPUBLIC- MINISTRY OF HEALTH

6th HEALTH REGION OF THE PELOPONNESE – IONIAN ISLANDS, EPIRUS AND WESTERN GREECE  
GENERAL HOSPITAL OF CORFU “AGIA EIRINI”

### **OPERATION OF THE OFFICE FOR THE PROTECTION OF HEALTHCARE SERVICE USERS’ RIGHTS**

#### **Welcome to our Hospital,**

Your care and respect for your rights are our top priority. This short guide aims to inform you about your rights, your obligations during your hospitalization, and how you can evaluate the services you received after your discharge.

**Your basic rights:** As a patient, you have the right to:

- Respect, courtesy and dignity from all staff
- Equal access to healthcare services without discrimination
- Clear and understandable information about your diagnosis, examinations and treatment
- Participation in decisions concerning your care
- Protection of your personal and medical data
- Provision of optimal conditions of care (hospitalization, examinations, medication, cleanliness, meals, security, equipment, bedding)
- Submission of complaints, comments or suggestions without fear or burden

**Your basic obligations:** For the best possible care, you are expected to:

- Provide accurate and complete information about your health
- Cooperate with medical, nursing and other hospital staff
- Respect staff members, other patients and hospital facilities
- Follow hospitalization and safety instructions

#### **How you can help us improve**

After the end of your hospitalization (provided that you have activated the paperless prescription service), **you will receive an SMS message on your mobile phone inviting you to complete a short evaluation questionnaire.** We kindly ask you to complete and submit it. Your comments, suggestions and positive feedback are extremely valuable. They help us continuously improve our services and better meet your needs.

#### **Need help or information?**

For any matter concerning your rights, you may contact the: **Office for the Protection of Healthcare Service Users’ Rights** (located at the office where your hospitalization admission ticket was issued and at the Hospital Administration-Email: [manager@gnkerkyras.gr](mailto:manager@gnkerkyras.gr), [complain@gnkerkyras.gr](mailto:complain@gnkerkyras.gr) Telephone center: +30 26613 60400)

***Your voice and opinion matter to us, and we are here to listen.***

***Thank you for your cooperation and trust.***

***We wish you a speedy recovery.***

**THE ADMINISTRATION GENERAL HOSPITAL OF CORFU**