



### San Miguel Centre

Calle Lope de Vega 45,  
San Miguel de Salinas  
03193, Alicante  
**Telephone: 966 723 733 (24 Hr Emergency Line)**

Document Reference: HVB/IS 37

## TORREVIEJA HOSPITAL PATIENT CARE AND INFORMATION SERVICE (S.A.I.P)

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The Patient Care and Information Service (SAIP) of the Department of Health of Torrevieja – Hospital, is the functional unit responsible for attending, informing, and advising citizens who use the public health system.

### FUNCTIONS

- Information and advice on those issues and demands that are within its competence.
- Protect the rights and duties of the patient.
- Case management and continuous improvement of the quality of care.
- Process acknowledgments, suggestions, and complaints.
- Information and Registration of the Free Choice of Specialized Physician.
- Registration of Birth Plans.
- Information and Registration of "Second Opinion".
- Information and Registration of Advance Directives.
- Facilitate patient access to the Department's Bioethics Committee.
- Collaborate in Satisfaction Surveys.
- Coordinate health volunteer activities.
- Collaborate with the Direction of the Department and the General Directorate of Quality and Patient Care in the initiatives that are promoted in order to increase the satisfaction and quality of care.
- Information Point for Bone Marrow Donation.

### HUMAN RESOURCES

- 1 Head Nurse.
- 1 Nurse.

### OPENING HOURS

- Weekdays from Monday to Thursday from 9:30 a.m. to 1:30 p.m.
- Weekdays Friday from 11:30 a.m. to 1:30 p.m.

### HOW TO CONTACT US?

The SAIP is located on Floor -1 of the hospital, in the main lobby, next to the reception desk. The procedures (claims of appointments, tests, various information, etc.) or any other doubt can be carried out:

- By phone: 965721362
- By e-mail: [htorrevieja\\_saip@gva.es](mailto:htorrevieja_saip@gva.es)



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## How to make a complaint against the Public Health Service

if you are not satisfied with the treatment you have received through the Spanish National Health Service you can either ask for the Libro de Hojas de Quejas y Reclamaciones (complaints book) at your medical centre, or write a letter to the Servicio de Atención al Usuario of the relevant hospital.

For the complaint to be dealt with by the authorities, the letter should at least contain the following elements.

All centres should have a complaints form. You must leave one copy with the health centre and one to a 'registro general' in your town. Ask you town hall or often can be presented at the local unemployment offices.They will stamp a copy and send third to the relevant Junta department.

- a. Name and surname
- b. Postal address
- c. Telephone number
- d. Describe the act you are complaining about, date, department that treated you etc.
- e. Date of the complaint, town you are writing from
- f. Signature
- g. Health Centre, Medical Centre or other medical service concerned

You can also download Queja forms online, through the websites of the Valencian Junta.

[http://www.gva.es/downloads/publicados/IN/19502\\_BI.pdf](http://www.gva.es/downloads/publicados/IN/19502_BI.pdf)