

OUR LETTER OF GOOD TREATMENT

MINISTRY OF HEALTH AND SOCIAL PROTECTION

Dear citizens:

We, the public servants and employees of the Ministry of Health and Social Protection, aware and convinced of this Ministry's mission as the governing body in the definition of policies that are responsive to the needs and expectations of the public in health and social protection in health, **reaffirm our commitment** to ensure the validity of your constitutional and legal rights, and especially in your relationship with us, you will receive:

- Fair treatment, supportive, respectful, considerate, diligent and without any distinction, under the principles of efficiency, universality, solidarity, equity, sustainability and quality.
- Care through the different established channels, provided by a trained work team, reliable, willing to listen and ready to provide fundamental responses to your requests.

- Ease for the exercise of your right to petition under the terms and in the manner prescribed in the Law and for you to be answered in timely fashion and efficiently within deadlines, with special care measures (when applicable) and limitations of the legal reserve.
- Access to the means provided in the regulations to preserve your right to due process and contradiction.

For the realization of these rights, we have various service channels that allow us to timely interaction with you, citizens and users, through transparent, congenial and participatory processes:

1 Channel in person

Citizen's services (Bogotá), at Carrera 13 No. 32-76, First Floor: Provides information and guidance on issues of Ministry competence, Monday through Friday, 8:00 am to 5:00 pm.

Single Window (Bogotá), located at Carrera 13 No. 32-76, First Floor: Receives, sorts, files and routes to the offices, according to their competence, the correspondence that is addressed to the Ministry of Health and Social Protection. From Monday to Friday, 8:00 am to 5:00 pm.

2 Telephone channel

Guidance on issues of Ministry competence, Monday to Friday 8:00 am to 5:00 pm through the following lines:

National Toll Free: 01 8000 95 2525 for calls from anywhere in the country.

In Bogotá: call 595 3525

3 Electronic channel

You can consult the Ministry webpage, www.minsalud.gov.co, twenty-four hours, seven days a week. There is general interest information on social security in health and social protection in health. Also, you may file, through the "Contact Us" link, your requests, complaints, claims, suggestions, queries and reports, as well as track the status of the same.

Through the website you can also find information on the following procedures:

- Provision of radiological safety and protection services
- Temporary permit for health professionals
- Authorization of the Anesthesiology specialization
- Physician professional Card
- Sanitary registration of pesticides
- Permission for pesticide experimentation
- Collective Registration to the Social Security System
- Certification of human resource needs
- Technical report of chemical pesticides

5 Social Networks

You can follow us continuously on social networks, where we disclose interest information on the sector:



Twitter: @minsaludcol



Facebook: ministeriodesaludcolombia



Youtube: minprosaludcolombia



RSS (sistema Really Simple Syndication): www.minsalud.gov.co where you can receive news from the Ministry of Health and Social Protection in RSS format.

Sincerely,

ALEJANDRO GAVIRIA URIBE
Minister of Health and Social Protection



MinSalud
Ministerio de Salud
y Protección Social

**PROSPERIDAD
PARA TODOS**