TERMS AND CONDITIONS OF WEBSITE USE

Welcome to the official website of Hospital Español Auxilio Mutuo de Puerto Rico (hereinafter referred to as the “Hospital” or “Auxilio Mutuo”).

The Hospital is committed to providing institutional and health-related information in a clear, reliable, and accessible manner. These Terms and Conditions set forth the provisions governing access to, browsing of, and use of our website and digital services.

We recommend that you carefully read these Terms and Conditions before using our digital services. By accessing, browsing, or using this website, you acknowledge that you have read and accept the provisions set forth herein. If you do not agree with them, you must refrain from using the website.

1. Scope and Acceptance of the Terms

These Terms and Conditions apply to access to and use of the Hospital’s official website, its mobile versions, related pages, and public digital services administered by the institution (collectively, the “Site”).

Use of the Site constitutes acceptance of these Terms and Conditions, as well as applicable legal provisions.

Certain Hospital services, platforms, or digital portals may be subject to additional terms, which will be communicated as applicable.

2. General Information and Medical Guidance

The information available on this Site is provided solely for informational, educational, and institutional purposes.

Although the Hospital endeavors to provide reliable and up-to-date content, the information published does not constitute or replace a professional medical evaluation, diagnosis, individualized clinical recommendation, or medical treatment.

Decisions concerning your health should be made in consultation with a physician or another duly licensed healthcare professional.

Accessing or using this Site does not, by itself, establish a physician-patient relationship or guarantee the provision of medical services.

3. Medical Emergencies

This website is not designed to handle medical emergencies or to request immediate assistance.

If you or another person experiences a condition that may constitute a medical emergency, immediately call 9-1-1 or go to the nearest emergency department.

Do not use forms, email, or other communication methods available on this Site to request emergency medical assistance.

4. Accuracy, Updates, and Availability of Information

The Hospital makes reasonable efforts to keep the information published on its Site accurate, clear, and up to date.

However, information may be subject to changes, modifications, or updates without prior notice, including, but not limited to:

Operating hours and service availability.

Medical specialties and participating professionals.

Clinical and administrative services.

Accepted health insurance plans and coverage.

Prices, fees, and other information related to the services offered.

The Hospital does not guarantee that all published information is error-free, comprehensive, or available at all times.

To confirm information concerning services, schedules, health insurance plans, or any other matter, we recommend contacting the Hospital directly through its official channels.

The Hospital may also perform maintenance, technology updates, or modifications that temporarily affect the availability of the Site.

5. Proper Use of the Website

Users agree to use the Site responsibly, lawfully, and in accordance with these Terms and Conditions.

The following activities are prohibited:

Using the Site for illegal or fraudulent activities or activities that may harm third parties.

Attempting to gain unauthorized access to systems, servers, accounts, or restricted information.

Introducing viruses, malicious software, or any other mechanism that may compromise the security or operation of the Site.

Interfering with the availability, integrity, or operation of digital services.

Collecting information through automated tools without the appropriate authorization.

Impersonating others or providing false information for fraudulent purposes.

Reproducing or using Site content in a manner that infringes intellectual property rights or the rights of third parties.

The Hospital reserves the right to take reasonable measures necessary to protect the security, integrity, and operation of its digital platforms, in accordance with applicable law.

6. Intellectual Property

Content available on this Site, including text, images, photographs, videos, designs, graphics, logos, trademarks, informational materials, and technological components, belongs to the Hospital or its respective owners and is protected by applicable intellectual property laws.

Users may view, consult, or print information from the Site solely for personal, informational, and noncommercial purposes, provided that the rights of the respective owners are respected.

Unless prior written authorization is obtained from the Hospital or the relevant rights holder, reproducing, distributing, modifying, commercializing, or otherwise exploiting the content for purposes other than those permitted is prohibited.

Access to the Site does not grant any licenses or ownership rights over its content, trademarks, or institutional elements.

7. Third-Party Links and Services

To facilitate access to complementary information and services, the Site may include links to websites, platforms, applications, or tools administered by third parties.

These links are provided solely for reference or user convenience and do not necessarily constitute the Hospital's approval, recommendation, or endorsement of those services.

The Hospital does not control or assume responsibility for the content, operation, availability, security, or privacy practices of external websites.

When accessing third-party platforms, we recommend reviewing their respective terms of use and privacy policies.

8. Accounts, Portals, and Digital Services

- The Hospital may provide access to digital platforms, including the Patient Portal and other services that require authentication using individual credentials.
- These services may be subject to additional terms of use, access requirements, and security measures.
- Users are responsible for maintaining the confidentiality of their credentials and using their accounts appropriately.
- If users identify or suspect unauthorized access to their accounts, they must promptly report it through the appropriate official channels.
- These Terms and Conditions do not replace specific agreements or provisions applicable to those portals.

9. Disclaimer of Warranties and Limitation of Liability

The Site and its contents are provided for informational and reference purposes, subject to availability.

To the extent permitted by applicable law, the Hospital does not guarantee the continuous and uninterrupted operation of the Site or that it will be free from technical errors, interruptions, or failures beyond its reasonable control.

The Hospital shall not be liable for damages arising from the use of or inability to use the Site, to the extent such exclusion is permitted by law.

Nothing in these Terms and Conditions shall be construed as a waiver of rights or protections that cannot legally be limited.

10. Governing Law

These Terms and Conditions shall be interpreted and governed in accordance with the applicable laws of the Commonwealth of Puerto Rico and the United States of America.

Any dispute related to use of the Site shall be subject to the jurisdiction of the competent courts, in accordance with applicable legal provisions.

11. Amendments and Contact Information

The Hospital reserves the right to review, modify, or update these Terms and Conditions whenever necessary to reflect institutional, operational, technological, or legal changes.

The current version will be available on this Site and identified by its effective date or date of last update.

We recommend that users periodically review this section to remain informed of possible changes.

For questions or clarification regarding these Terms and Conditions, please contact:

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