



Comisión Nacional de los Derechos Humanos

México

Recommendation 51/2011

The following is a synopsis of the recommendation emitted by the CNDH . The complete version may be consulted on this institution's web page.

Mexico City, September 6th, 2011

MATTER: LOSS OF CLINICAL FILE OF V1, AT HOSPITAL CLINIC “DR. AND GEN. JOSÉ MARÍA RODRÍGUEZ” OF ISSSTE, COAHUILA.

AUTHORITIES RESPONSIBLE: GENERAL DIRECTOR OF THE INSTITUTE FOR SECURITY AND SOCIAL SERVICES OF THE STATE WORKERS

The National Human Rights Commission examined the elements and evidence contained in file CNDH/1/2010/5869/Q, regarding the case of V1, a 71 year old woman, with symptoms of diabetes. From August 19th, 2010, V1, was brought in on three occasions to the Hospital Clinic “Dr. and Gen. José María Rodríguez”, of ISSSTE Saltillo, Coahuila, being discharged for the last time on September 24, 2010. However, according to Q1's statement, the medical attention provided was insufficient, which provoked them to launch a complaint before the local institution of human rights protection on October 13, 2010. The complaint was passed on to the National Commission on the 19th of this month and year. Despite the complaint, Q1 informed staff at the National Commission, on October 21, 2010 that the patient was discharged from the ISSSTE Hospital Clinic “Dr. and Gen. José María Rodríguez”, that same day. Later, on October 28, 2010, civil servants of the Institution's Centre of Attention for the Rightful Claimant, informed the assistant visitor dealing with the case, that AR1, director of the aforementioned Hospital Clinic, had stated that V1 had not received adequate treatment whenever the hospital was lacking space, therefore they were going about getting her treatment at another place. On November 19, 2010, staff from the ISSSTE Centre of Attention to the Right Holder informed the national institution that Q1 could have another appointment with AR1, director of the Hospital Clinic “Dr. and Gen. José María Rodríguez”, to attend to the case of V1. However, Q1 pointed out that the health conditions of the victim had deteriorated due to the neglect of staff at the aforementioned Hospital Clinic. Consequently, Q1 stated that they did not wish to attend said appointment and that the victim was receiving medical attention at the General Hospital of Múzquiz, Coahuila, of the Secretariat of Health of this federal entity, where on November 28, 2010 the victim eventually passed away. The national institution drew evidence that proved transgressions to the rights of legal

security and health protection to the detriment of V1. This led to the issue of Recommendation 51/2011.

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