

## CANALES DE COMUNICACIÓN-PQRSF-S.E.S HUC

- **OFICINA MANO AMIGA**



- **BUZONES DE SUGERENCIAS**



- **PAGINA OFICIAL DEL HOSPITAL DE CALDAS**  
<mailto:https://hospitaldecaldas.com/usuarios/>

The screenshot shows the 'Usuarios' page of the S.E.S. Hospital Universitario de Caldas website. The browser address bar displays 'hospitaldecaldas.com/usuarios'. The navigation menu includes: Inicio, Nosotros, Servicios, Transparencia, Docencia e Investigación, Noticias, Solicitar Cita, Donar, Contáctanos, Trabaja con nosotros, and Pagos en Línea. The main header features the text 'S.E.S. Hospital Universitario de Caldas' and 'Usuarios'. On the left, there is a vertical stack of social media icons for Facebook, Twitter, Instagram, YouTube, and WhatsApp. The main content area contains four image-based links: 'Preparación de Exámenes' (with an image of a medical professional), 'Peticiónes, Quejas y Reclamos' (with an image of a person at a service counter), 'Derechos y Deberes' (with an image of two women), and 'Seguimiento de Cirugía' (with an image of surgical instruments). A search icon is visible in the bottom right corner of the content area. The Windows taskbar at the bottom shows the system clock as 11:04 a.m. on 02/11/2020.

The screenshot shows the 'Peticiónes, Quejas Y Reclamos' page of the S.E.S. Hospital Universitario de Caldas website. The browser address bar displays 'hospitaldecaldas.com/peticiones-quejas-y-reclamos/'. The navigation menu is identical to the previous page. The main header features the text 'S.E.S. Hospital Universitario de Caldas' and 'Peticiónes, Quejas Y Reclamos'. On the left, there is a vertical stack of social media icons for Facebook, Twitter, Instagram, YouTube, and WhatsApp. The main content area contains a form with the following fields: 'Nombre Completo', 'Teléfono o WhatsApp', 'Correo electrónico', and 'Mensaje'. A search icon is visible in the bottom right corner of the content area. The Windows taskbar at the bottom shows the system clock as 11:05 a.m. on 02/11/2020.