

## Puerto Rico Office of the Patient Advocate



**Population:**  
3,235,289

**Fed Govt Employees:**  
18,200

**State Govt Employees:**  
124,000

**Address:**  
Ponce de León Avenue,  
Plaza Mercantile Building,  
9th Floor  
San Juan, PR  
00917

**Phone:**  
(787) 977-0909

**Email:**

**Capabilities Statement:**  
[Link](#)

**Cage Code:**  
644Y5

**UEI Number:**  
CRZ1A1JTLQB6

**DUNS#**  
12-474-2474



**Site:**

<https://opp.pr.gov/>

**Mission:**

Law No. 11-2001 initially created the Office and position of the Patient Advocate for Health Care Reform Beneficiaries, with the mission of enforcing the precepts contained in the "Patient's Bill of Rights and Responsibilities," specifically related to patients benefiting from Health Care Reform, established by Law No. 194 of August 25, 2000; establishing its functions, powers, and duties; and allocating funds to cover the initial costs of organizing and establishing the Office. This law was repealed by the Reorganization Plan of the Attorney General's Offices of June 22, 2011. However, Law No. 77-2013 was approved, which re-creates the Office of the Patient Advocate, the position of Advocate, and in turn, adds new duties and functions to this Office, creates the Advisory Council along with its functions and for other related purposes.

**Contacts and Stakeholders Information:**

N/A

**Actsoft Workforce Manager for Gov:**

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized