Abstract
To evaluate the perception of fair treatment as an indicator of quality in the area of hospitalization in a health institution. Material y métodos: the study population were n = 84 patients hospitalized and 70 registered nurses (RNs) in the area of hospitalization in a health institution. Sampling is non-probability for convenience, 2 questionnaires were applied, the first measures the perception and the fulfillment of the fair treatment in hospitalized patients and the second measures the perception and the fulfillment of the nursing staff in the fair treatment as an indicator of quality. Resultados: the 53.6% are females with an average age of 56.08 years, the 27.4% have undergraduate level, are married (as) the 59.5%, the perceived fair treatment is very good. The indicator of the perceived more fair treatment is where nurses treated with respect to the patient on the 86.9% and in which occurs the patient in a 82.1% now, the less perceived is the proper use of the language, by 50% and the 47.6% not conducive to a pleasant stay. In terms of the perception of nurses in the deal worth is very good also in compliance with the 92.9% is always with the patient, 90% respects the individuality of the patient, the 88.6% is always presented on each day, 87.1% always orients to the patient, the 84.3% informs as call it, like wise calls it by name serves him the physical hygiene and changing intravenous site within 72 hours. Conclusión: The patient and nursing staff s perception in the treatment received is very good in terms of courtesy. The patient s individuality as one of the basic principles of nursing is respected but there are deficiencies in other indicators fulfillment.

Keywords
Perception, fair treatment, quality indicator, nurse.