

Patient & Family Rights and Responsibilities

Patient and Family Rights:

- To receive high quality care appropriate to the Patient's needs and consistent with the scope of the hospital.
- To receive considerate care regardless of race, gender, ethnicity, religious beliefs or age.
- To know the name of the Physician who has the primary responsibility for coordinating care.
- To receive information about the illness, treatment and prognosis and to have any questions answered.
- As and when appropriate, to be educated about the medication, diet, prevention and other aspects of the disease process, including unanticipated outcome.
- To be provided with privacy and confidentiality during examination or treatment.
- The Patient is assured of the confidential treatment of medical records and has the opportunity to approve or refuse the release of such information.
- To receive counseling regarding the estimated cost of treatment and payment schedule at the time of admission, as well as subsequently.
- The Patient can request a second opinion about the diagnosis or treatment plan.
- The Patient can refuse a recommended treatment to the extent permitted by law, and be informed about the medical consequences of the refusal.
- In case a transfer to another facility is required, to be provided complete explanation including alternatives to the transfer.
- To be informed and be asked if the patient wishes to participate in medical research when it is being conducted at the hospital.
- To be able to lodge a complaint and be made aware of the process of redressal.

Patient and Family Responsibilities:

- To provide complete and accurate information including full name, address, home telephone number, date of birth, insurance details, and employer details whenever necessary.
- To provide accurate and complete information concerning present complaints, past medical history, hospitalisations, medications and other matters relating to the Patient's health.
- To follow the treatment plan advised by the Physician, including the instructions of nurses and other health professionals as they carry out the Physician's orders
- To make it known whether the Patient understands the course of the medical treatment and seeks clarifications if required.
- To treat hospital staff and other Patients with dignity and respect and not to conduct any activity that will disrupt the work of the hospital.
- To be respectful of the privacy of others and the property of the hospital.
- Not allowed to bring alcohol, unauthorised drugs or weapons into the hospital, ever.
- To respect that the hospital is a non smoking zone.
- To follow visiting hours of the hospital.
- Leave valuables at home and bring only those items necessary during hospital stay.
- Assure that the financial obligations of Patient's care are fulfilled as per the hospital policy.
- The patients are responsible for their own actions should they refuse treatment or their Physician's advice.

For any assistance or query regarding patient rights and responsibilities, please contact Duty Manager

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