

PATIENT'S RIGHTS

Accessibility and Availability

- To receive appropriate and professional health care regardless of age, gender, race, religion, nationality, social status, special needs, or payment source.
- To receive care in an emergency.
- To access one's own clinical records.
- To be treated in a safe environment and receive emotional support, including minimal separation from family (as permitted by care needs).
- To be actively engaged in all aspects of care, treatment, and services.
- To seek information and ask questions about care.
- To be informed about expected outcomes of planned care and treatment.
- To be informed when an unanticipated event or outcome occurs during care (e.g., hospital-acquired infections, medication errors, pressure ulcers, postoperative infections).

Information Exchange

- To be informed about initial assessment findings, medical condition, treatment, and possible results in a language one understands, enabling informed decision-making.
- To be informed about the plan of care, including risks, side effects, and alternatives.
- To know the names of attending doctors, nurses, and other staff responsible for one's care.
- To be informed about medication name, purpose, and route of administration.
- To be informed about triage protocols.
- To be informed about diagnostic findings and confirmed diagnosis.
- To be informed about any second opinion and the process to obtain a second opinion.

Involvement in Decision-Making

- To be actively involved in decisions regarding care.
- To define whom one considers "family" or support persons and decide who may be involved in care decisions.
- To determine what information regarding one's care may be shared with family and others.
- To designate another person (e.g., family member, caregiver, surrogate) to make decisions on their behalf.

Respect, Dignity, and Consideration

- To receive care that respects religious, spiritual, or cultural needs (as feasible within medical care).
- To refuse treatment, as allowed by law and regulations.
- To document personal preferences regarding family involvement in care and decision-making in medical records.

Personal and Information Privacy & Confidentiality

- To maintain privacy during examinations, procedures, and treatments.
- To have personal and medical information kept confidential, in accordance with laws and regulations.
- To be informed and provide consent before any release of health information, except when required by law or for continuity of care.
- Patients can request access to their medical records.
- To be informed about hospital policies on confidentiality and how medical information is shared.

Treatment Cost

- To receive financial counselling and an estimated cost of hospital expenses upon admission.
- To view day-to-day bills upon request and receive a detailed bill at the time of discharge.

Complaints and Feedback

- To register a complaint and receive information on the complaint process.
- To share feedback and suggestions.
- To be informed about their right to report complaints and to be notified of errors related to their care.
- To be informed about the hospital's process for handling complaints, including time frames for resolution.
- To receive prompt disclosure of any clinical errors that occurred during care.
- To be informed about how the hospital prevents similar errors from happening again.

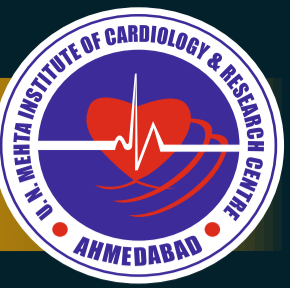
Security

- To be protected from abuse, neglect, assault, harassment, manhandling, and unnecessary use of restraints.
- To have the security of personal belongings if the hospital has assumed responsibility.

Consent

- To provide informed consent or refuse medical care or recommended treatment, as permitted by law.
- To seek an additional second opinion regarding clinical care from within or outside the hospital.
- To be informed about any research activity and to refuse participation.
- To be informed about available alternatives to care and treatment.
- To provide informed consent before the transfusion of blood and blood components, anaesthesia, surgery, initiation of any other invasive/high-risk procedure/treatment Rights.

PATIENT'S RESPONSIBILITIES



Accessibility and Availability

- To follow the treatment plan advised by the care provider.
- To provide contact details of at least one relative who can be reached in case of an emergency.

Information Exchange

- To provide accurate and complete information about present and past medical conditions, hospitalizations, medications, and known allergies.
- To provide correct demographic and general information.
- To update care providers about any changes in health status during treatment.

Involvement in Decision-Making

- To understand that discontinuing treatment against medical advice is at one's own risk.
- To specify which family members or others may receive information or updates about one's care.

Respect, Dignity, and Consideration

- To behave respectfully and courteously with other patients, staff, and doctors.

Personal and Information Privacy & Confidentiality

- To acknowledge that while medical records are confidential, statutory bodies, insurance companies, or payers may legally require access.

Treatment Cost

- To provide insurance or scheme-related documentation upon admission.
- To pay bills promptly and make deposits as per hospital policy.

Complaints and Feedback

- To utilize the hospital's complaint and feedback systems to communicate issues or concerns constructively.

Security

- To safeguard personal valuables and belongings.
- To respect hospital property (no smoking, no spitting, no vandalizing, etc.).
- To follow hospital rules like visitor timings, and not entering restricted areas.

Consent

- To report if one does not clearly understand the instructions given by the care provider.
- To ask for additional information or clarification when needed.