

## ❖ PURPOSE OF POLICY

All the patients and their families visiting the hospital have the following rights, which are respected by every staff member of the hospital. Patients and families may bring to the notice of the Hospital Administration, any instance of violation or perceived violation of these rights.

In case of violation of Patients & Family rights. It should be recorded, reviewed & Corrective Action & Preventive Action is taken by Administration.

- Accessibility and availability
  - To access medical care facility regardless of caste, religion, nationality, disability or source of payment of your bills.
  - To be provided with immediate care at the time of emergency.
  - To complain to concerned authority in case of any delay or improper services without the care being affected.
- Dignity and privacy of patients
  - To receive due respect for personal dignity
  - To be provided with suitable privacy for undergoing examination, certain procedures and treatment.
  - To be responded to your spiritual and religious beliefs in a polite & respectful manner without obstructing the ongoing treatment and in accordance with the hospital policies.
- Protection and safety
  - To have a safe and protected environment for you and your relatives.
  - To be protected from abuse, neglect, assault, harassment, unnecessary use of restraint, manhandling and other similar instances.
- Right to information and education
  - To be informed and educated in a language and format that you can understand
  - To be informed about the services and care available at the hospital
  - To have information of your care providers.
  - To be informed about your disease, care plan, alternative plans and possible outcomes.
  - To be educated about safe and effective use of medicines, and their potential side effects, diet and nutrition requirements, Immunization, prevention of infections, where applicable.
  - To access hospital / organization's information as per right to information act
  - To request for second opinion and change of Doctor.
- Involvement in decision making
  - To receive all information regarding your disease and care plan.
  - To accept or refuse the medical treatment.
  - To give your informed consent before treatment begins.
  - To withdraw your consent and refuse treatment at anytime.
  - To be fully involved in decision about your care and to be given the opportunity to ask questions.
- Treatment cost

- To be provided with the rough estimate of your bill amount.
- In case of planned hospitalization to be provided with interim bills except for packages.
- To get information of day to day hospital bills in accordance with the hospital policy
- Confidentiality of information
  - All information regarding you (medical or non-medical) is ideally kept confidential except in instances where disclosure is required by law.
  - Families also may be denied disclosure of some kinds of information unless consented to by the patient. This will not apply to minors, and individuals who are incapable of exercising rational decision-making.
  - Only those personnel have the right to access patient information, who are involved in the care of the patient or specifically authorized by the hospital.
- Voicing of complaint
  - To voice your complaints in case you feel aggrieved.
  - To receive feedback on action taken on complaints registered by you in the hospital
- Patients responsibilities
  - To provide your correct & detailed history of your health problem to your doctor.
  - To follow the treatment plans established by the consultant doctor, nurse, and the healthcare professionals
  - To be aware that you are solely responsible for the consequences in case of discontinuation of treatment prescribed by the care provider during the hospital stay
  - To understand that in case you leave against medical advice it will be at your own risk
  - To pay all the hospital bills in timely manner
  - To co-operate with the staff for maintaining the cleanliness and administrative procedures of the hospital
  - To follow the hospital rules and regulations
  - Responsibility of your belongings lies with You

#### ❖ SPECIAL NOTES

- Your feedback is welcomed at all times without affecting the care provided to you.
- Hospital respect their patients and treats all on an equal platform.
- For any queries and concerns, or for lodging a complaint, Public Relations Officer can be contacted 24X7.

These rights shall be respected and protected by the organization and staff of the hospital. Hospital Staff shall also inform the patient and their family about their Rights & responsibilities during the care.

Following shall be done to comply with fulfillment of patient rights and education.

- Display of patients' rights and model citizen charter at convenient places throughout the hospital.
- Information of rights of patients shall be communicated to them and their families in a format and language that they understand, at the time of admission or enquiry through verbal communication and suitable handouts.
- Staff shall be made aware of their responsibility towards protecting of patients and family rights.