

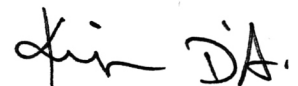
Patient & Family rights

- . To receive screening and emergency services without prior authorization, in case of severe pain, injury or sudden illness where the patient's life is in serious jeopardy.
 - . To accept or refuse treatment including examinations, tests and diagnostics procedures after obtaining enough information to make an informed choice about whether to accept or refuse treatment.
 - . To receive, considerate, respectful and non discriminatory care from doctors and to be treated equally, irrespective of the race, sex, age, disability, religion, caste etc.
 - . To receive care with dignity, privacy, during examination, procedures and treatments.
 - . To be informed about patient rights in a manner/language, patient can understand.
 - . To have a confidentiality of information, with exception of privileged communication issues.
 - . To be addressed of any special preference, spiritual & cultural needs, personal values and beliefs.
 - . To be informed about how to gain access clinical research, investigations or clinical trials involving human subjects.
 - . To be informed about how to choose to donate organs and other tissues.
0. To ask a second opinion from a different doctor, if patient feels that the decision made about treatment by primary doctor does not suit patients treatment needs (this should not be unreasonably used).
 1. To have access to visitors as per the hospital policy about which patients and family members are informed (there are medical or institutional reasons to restrict such access).
 2. To be informed of any invasive / high risk procedures / treatment / anaesthesia / blood and blood product transfusion or proposed research or experiment.
 3. Treatment that may be considered in patient care, and to have a choice to consent or refuse to participate.
 4. To receive compassionate and respectful care at end of life care.
 5. To request and receive information regarding charges for any treatment and receive an explanation of bill upon the request.
 6. To refuse care/treatment and obtain discharge against medical advice.
 7. To be protected from physical abuse or neglect.
 8. To have information on how to voice a complaint.
 9. To have information or expected cost of the treatment.
 0. To have an access to his /her clinical records.


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Patient & Family Responsibilities

- 1. Provide complete and accurate information about his / her health, including present condition, past illness, hospitalization, medication and any other matters that pertain to his / her health.
- 2. Provide complete and accurate information including full name, address and other information.
- 3. To ask questions when he / she does not understand what the doctor or other members of the health care team tells about diagnosis or treatment. He / she should also inform the doctor if he / she anticipate problems in following prescribed treatment or considering alternative therapies.
- 4. Abide by all hospital rules & regulations
 - a. Comply with the **NO SMOKING** policy
 - b. Comply with the visitor policies to ensure the rights and comfort to all patients. Be considerate of noise levels, privacy and safety. Weapons are prohibited on premises.
 - c. Treat hospital staff, other patients and visitors with courtesy and respect.
- 5. To be on time in case of appointments. To cancel or reschedule as much in advance as possible in case of cancellation or rescheduling of the appointments.
- 6. Not to give medication prescribed for him / her to others.
- 7. Provide complete and accurate information for insurance claims and work with hospital and physician billing offices to make payment arrangements.
- 8. To communicate with the healthcare provider if his / her health condition worsen or does not follow the expected course.
- 9. To respect the fact the other patient's medical condition is more urgent than yours and accepts that your doctor needs to attend them first.
- 10. To respect that admitted patient and patients requiring emergency care take priority for your doctor.
 - 1. To follow the prescribed treatment plan and carefully comply with the instructions given.
 - 2. Not to take any medications without the knowledge of doctor and health care professionals.
 - 3. To provide correct and truthful history
 - 4. To accept financial responsibility for health care services and settle bills promptly and timely.



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