

Patients' Rights and Responsibilities

PATIENT RIGHTS

Every healthcare facility is mandated to display the following Rights and Responsibilities:

RIGHTS

- To receive reasonable, respectful and safe access to health services by competent personnel that the health care facility is required to provide according to North Shore ADHC.

PATIENT RIGHTS

- To treatment and medical services without discrimination based on race, age, colour, religion, ethnicity, national or social origin, sex, sexual preferences, handicap, diagnosis, source of payment or other status;

PATIENT RIGHTS

- To retain and exercise to the fullest extent possible all Constitutional and Legal Rights to which the patient is entitled by law;
- To be informed of the names and functions of all practitioners and/or other clinical practitioners who are providing direct care to the patient. These people shall identify themselves by introduction or by wearing a name tag;

PATIENT RIGHTS

- To receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's healthcare personnel if the patient cannot understand the working official or local language;

PATIENT RIGHTS

- To receive from the patient's health practitioner(s) or other clinical practitioner(s) an explanation of his or her complete medical condition, recommended treatment, risk(s) of the treatment, expected results and reasonable medical alternatives in terms that the patient understands. If this information shall be detrimental to

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the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to his or her next of kin or guardian and be documented in the patient's personal medical record;

PATIENT RIGHTS

- To give informed, written consent prior to the start of specified non-emergency procedures or treatments only after a health practitioner or other clinical practitioner has explained specific details about the recommended procedure or treatment, the risks involved, the possible duration of incapacitation,

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and any reasonable medical alternatives for care and treatment in terms that the patient understands. If the patient is incapable of giving informed, written consent, a health practitioner or other clinical practitioner should enter an explanation in the patient's medical record;

PATIENT RIGHTS

- To refuse medication and treatment and to be informed of the consequences of refusing treatment/care, except in cases of sexually transmitted conditions where such refusal will pose a risk to both the patient/service user or others;

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- To be informed if the facility has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also has the right to know the identity and functions of these institutions, and may refuse to allow their participation in the treatment process.

PATIENT RIGHTS

- To be informed by the attending health practitioner and/or other clinical practitioner about any continuing health care requirement after the patient's discharge from the health facility. The patient has the right to receive assistance from the health practitioner and/or other appropriate health facility staff in arranging for required follow-up care after discharge;

PATIENT RIGHTS

- To receive from the health facility an explanation of the reasons for transferring the patient to another facility, information about alternatives to the transfer;
- To be treated with courtesy, consideration, and respect for the patient's dignity and individuality i.e. right to care that respects the patients personal values and beliefs;

PATIENT RIGHTS

- To be free from physical and mental abuse, neglect, sexual harassment, sexual violence and exploitation;
- To have personal and physical privacy during medical treatment and personal hygiene functions, such as bathing and using the toilet, unless the patient needs assistance for his or her own safety. The patient's privacy shall also

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be respected during other healthcare procedures and when hospital personnel are discussing the patient;

➤ To get confidential treatment. information in the patient's records shall not be released to any one outside the hospital except in the following situations; if the patient has approved the request, if the request is permitted by law etc.

PATIENT RIGHTS

- To know the price of services and procedures;
- The person should be informed of his or her rights during the admission process;
- To be informed and participate in decisions relating to their care and participate in the development and implementation of a plan of care and any changes.

PATIENT RIGHTS

- To receive a copy of the health facility payment rates, regardless of the source of payment. Upon request, the patient or responsible party shall be provided with an itemised Bill and an explanation of the charges if there are further questions.

PATIENT RESPONSIBILITIES

Every patient has the following responsibilities:

- To provide to the best of the patient's knowledge, accurate and complete information regarding past medical history and issues related to the patient's health, including unexpected changes, to the health professional responsible for the patient's care;

PATIENT RESPONSIBILITIES

- To report any changes in his/her condition or anything that appears unsafe to the responsible health professional;
- To follow the course of treatment and instructions proposed by the general medical practitioner or other clinical practitioner or to accept the consequences if treatment instructions is refused;

PATIENT RESPONSIBILITIES

- To be considerate of the rights of other patients and to respect their privacy;
- To respect their caregivers;
- To fulfil the financial obligations as promptly as possible;
- To keep all appointments and notify the hospital or the appropriate person when unable to do so;

PATIENT RESPONSIBILITIES

- To observe the Health Center's policies and procedures, including those on smoking, alcohol or drug addiction, cellular phones, noise and visitors;
- Be considerate of the health center and equipment and to use them in such a manner so as not to abuse them.