

# Patient and Family Bill of Rights & Responsibilities

## Patient and Family Bill of Rights

### I) Rights of Medical Care:

#### You have the right to:

1. Identify family members/next of kin who should participate in your healthcare decisions.
2. Request a copy of the "Patient and Family Bill of Rights and Responsibilities" from the Reception, or Nursing staff and, if for any reason you cannot understand it, contact the operations team (Tel:17812202/17812500/17812026).
3. Receive comprehensive care given without discrimination by competent personnel that reflects consideration of your personal values as per National Health Regulatory Authority and Ministry of Health laws and regulations.
4. A patient who presents to the Emergency Department has the right to receive at least a medical screening exam, regardless of the patient's ability to pay, and the right to have any emergency medical condition stabilized or to be transferred appropriately.
5. Have appropriate assessment and management of pain.
6. Voice any complaint regarding your care through the operation team on 17812202/17812500/17812026
7. Participate in decisions involving or or expressing opinions about your plan of care.
8. Upon discharge, be provided with information about your continuing healthcare needs and the means of meeting them.
9. Refuse treatment to the extent permitted by law, and to be informed of the potential consequences of any such action and accordingly you shall absolve the healthcare team by signing the Against medical advice form
10. You have a right to be informed about your medical condition and possible treatments before consenting to care.
11. Right to seek second opinion from another Physician
12. Right to identify who you wish to participate in their care decision.
13. Right to have timely access to your medical records/healthcare information without a prohibitive cost.

### II) Rights of Information:

1. To know the healthcare provider Mission and Vision.
2. You have the right to know, by name, the physician, nurses and staff members responsible for your care
3. You have the right to be informed about and to participate in the decisions related to your health and treatment. Be informed about any unanticipated outcomes, complication, or unforeseen events.
4. To receive appropriate explanation about the estimated cost of your treatment.
5. Right to receive a detailed explanation of his/her bill
6. You have the right to request religious or spiritual support.
7. We support your choice if you are willing to make organ and tissue donation. Although we do not provide this service, the treating doctor or the Medical Director will try as much as possible to refer you to the parties that offer these services.

### III) Rights of Confidentiality and Privacy:

#### You have the right to:

1. Protect your privacy while receiving services and treatment.
2. Have all information and records pertaining to your medical care be treated as confidential except as otherwise provided by law, or third-party's contractual agreements.
3. Have your medical record confidential, protected from loss or misuse and accessed only by individuals involved in your care or by individuals authorized by law or regulations.

### IV) Safety and Security Rights:

1. To be provided with a safety mechanism surrounding your care within the framework established by the facility.
2. To be provided with a safety mechanism to protect your valuables from loss or theft when needed.
3. To be protected from physical, verbal or psychological assault.
4. Request to be examined by a physician from the same gender (if available and if the medical condition permits)

## Patient and Family Responsibilities

1. You are responsible for dealing with the healthcare provider and other patients in a decent manner and to respect their privacy.
2. You are responsible for following and respecting the clinic's rules and regulations including:
  - A. Visiting Hours.
  - B. Not bringing in food from outside.
  - C. Following safety and security instructions including – No smoking and avoiding the use of mobile phones and cameras in prohibited areas.
  - D. Respecting the healthcare provider's property and not mishandling it.
3. Disclose all relevant information regarding the current complaint, past medical history, any communicable disease, hospitalization and medications.
4. You are responsible for understanding your health problems before giving any consent for treatment.
5. You are responsible for following the instructions and medical orders of your treatment team and for informing them if you are unable or unwilling to follow the treatment plan.
6. You are responsible for the consequences of refusing prescribed treatment, including medication.
7. You are responsible for keeping your appointment. If you can't keep the appointment, it is your responsibility to notify the call center as early as possible.
8. You assume the financial responsibility of paying for all services rendered either personally or through third party payers (your Insurance or Direct Billing Company).
9. You have to respect and consider the priority of emergency cases, even during your appointment.
10. Avoid bringing valuable personal belongings to the healthcare facility, since the healthcare facility is not responsible for their safety.