

Patient & Family Rights

Hospital identifies the following Rights for a patient and their family members

- Right to receive treatment without discrimination based on caste, religion, age, gender, socio-economic status, spiritual & cultural preferences, linguistic and geographical origins or political affiliations.
- Right to receive respect for special preferences, spiritual and cultural needs
- Right to receive respect for personal dignity and privacy during examinations, procedures and treatment
- Right for protection from neglect or abuse while undergoing care in the hospital
- Right for confidentiality of patient information, and to access information from own medical records
- Right to get information regarding the name of the treating doctor/s, medical condition, plan of care, expected cost of treatments and progress of care
- Right to seek an additional opinion regarding clinical care, and for refusal of treatment
- Right for giving informed consent before transfusion of blood and blood products, anaesthesia, surgery, initiation of any research protocol and any other invasive / high risk procedures / treatment
- Right to voice complaints and to receive information on how to voice a complaint.
- Right to determine what information regarding care would be provided to patient and/or family.

Responsibilities of Patients and Families

The patient and family shall be responsible for the following:

- To be completely honest while disclosing medical and family history.
- To be punctual for appointments and to fully comply with the treatment plan
- To enquire and get clear information regarding the condition, diagnosis, prognosis, treatment plan, alternatives, risks and expected cost.
- To take responsibility of health and to maintain healthy practices and follow medical advices while under admitted care or at home.
- To abstain from requesting or demanding false certificates or bills, and to report unlawfull and unethical activities, if any, to the Management.

- To raise complaints (if any) to the appropriate authority in the hospital, as per the published procedure for voicing a complaint.
- To respect your care givers and other staff and patients in the hospital.
- To abide by all applicable rules and hospital policies.
- To bear the expenses of the treatment and to pay any advances or bills on time.