

## NOBLE HOSPITAL

### Patient Rights

#### Right of Care

- Right to receive treatment irrespective of their socio-economic status, age, gender, religion caste, cultural preferences, linguistic and geographical origins.
- Right to be heard to his /her satisfaction without interruption while narrating the concerns and problems
- To receive a legible prescription and to be explained about the details of the medicines, its dosage, options, side effects, food-drug interaction and do's and dont's .
- Right to be provided with information and access on whom to be contacted in case of emergency
- Right to respectful and compassionate care at the end of life

#### Right to Confidentiality and Dignity

- Right to personal dignity in receiving care without any stigma or discrimination
- Right to privacy during examination, procedure and treatment
- Right to protection from physical abuse and neglect
- Right of being accommodated for special and spiritual needs as well as cultural preferences
- Right to confidentiality about their medical treatment and condition

#### Right to Information

- Right to be given information in a language that is the patients preference and in a manner that is effortless to understand
- Right to information on the name of the treating doctor, care plan and progress of the patient.
- Right to determine what information regarding the patients care would be provided to next of kin if desired for the patient in case of all consenting adult patients.
- Right to be educated on risks, benefits, expected treatment outcomes and possible complications so as to enable the patient to make informed decisions and involve them in the care planning and delivery process
- Right to request for access to medical records and receive a copy of their clinical records

- Right to information on the expected cost of treatment including itemized structure of the various expenses and charges.
- Right to information on how to voice a complaint.

#### **Right of choice**

- Right to seek second opinion on his/her medical condition
- Right of refusal of treatment
- Right to informed consent to help the patient make a decision about their care. This includes informed consent before transfusion of blood and blood components, anesthesia, surgery, initiation of research protocol and any other invasive /high risk procedures/treatment.

#### **Right to Education**

- Right to be educated on the safe and effective use of medication and potential side effects of the medicine including drug food interaction.
- Right to be educated on diet and nutrition , immunization and pain management
- Right to be educated about specific disease process ,complications and prevention strategies
- Right to be educated about preventing healthcare associated infections
- Right to educated on special educational needs.

#### **Right to redressal of complaint**

- Patient has a right to voice a complaint through an authority dedicated for this purpose by the hospital
- The patient has the right to fair and prompt hearing of his concern

## NOBLE HOSPITAL

### Patient Responsibilities

#### 1. Honesty in disclosure

- Responsibility of providing complete and accurate information about his/her health condition including present and past illness ,medications and relevant medical history
- Providing accurate and complete information including full name, address etc
- Provide complete and accurate information of Insurance claims

#### 2. Treatment Compliance

- Responsibility of being punctual in appointments . Informing cancellations or rescheduling of appointments .Attending follow up consultations as suggested by the doctor .
- Responsibility of complying with the doctors treatment plan
- Respecting the fact that some other patient's medical condition may be more urgent than yours and that your doctor may require to accept them first.
- Not taking/omitting any medicines without the doctors consent
- Responsibility of their action if they refuse treatment or do not comply with the treatment plan
- Keeping realistic expectations from the doctor and the treatment provided
- Keep your doctor informed about any changes in your condition good or worse

#### 3. Conduct as patient

- Not ask for false bills/false certificates or force for any change in medical records that is unlawful
- Bear with the agreed expenses of the treatment explained to me in advance
- Pay for services in timely manner as per the hospital policy
- Accept the measures taken by the hospital to endure personal privacy and confidentiality of medical records
- Treat all the hospital staff , other patients and visitors with respect and courtesy
- Following the hospital visitor's policy, NO smoking policy and other rules and regulations.
- Not to act in a manner that shall put the patient and others at risk and accept wherever applicable adaptations to the environment in ensure a safe and secured stay in the hospital