

# PATIENTS RIGHTS AND RESPONSIBILITIES

*This document is a comprehensive list of Patient's Rights & Responsibilities, compiled from various sources. It is intended to be a go-to educational document for patients so that they are aware of the same whenever they avail of healthcare in any facility that provides it.*

## PATIENT RESPONSIBILITIES

### *Your Treatment & Compliance,* *you have a responsibility to*

- Provide your doctor **accurate and complete information** of all aspects of your present and past medical history, medications, surgeries, and other procedures
- Keep your medical records/reports in a manner that is **accessible** to the doctors
- Ensure that you **strictly follow** your physician **recommended treatment plan** and comply with the instructions of the healthcare personnel who implement this plan
- You are solely responsible for **non-compliance** of your Physicians **instructions**. Hence, inform the Physician if you are unable to follow the prescribed treatment plan or have doubts
- **Keep track** of the developments and/or progress of your condition especially while receiving care. Inform your doctor in time
- **Keep appointments**. Notify your doctor if unable to do so

### *Towards the Hospital and other Individuals,* *you are responsible for*

Being **respectful of**

- **the property** of the treating **facility**
- **the rights and property** of **other patients** visiting the facility
- **the rights and property** of all the **treating/visiting doctors, nurses, paramedics, and other staff employed** at the facility

### *Your Financial Obligations,* *you have a responsibility to*

- To understand in advance and Promptly fulfill your **financial obligation** for healthcare services provided to you (including promptly providing updated insurance information, if applicable)

### *Regarding your Lifestyle*

- You are solely responsible for the **lifestyle decisions** you make and the effect these lifestyle choices have on your health

**Please exercise your rights & responsibilities in a mature and positive manner. While the Healthcare provider will provide you the most effective treatment, you are equally responsible for the outcomes**



## PATIENT RIGHTS

### Respect and Impartial Treatment

You have the right to

- Be treated **impartially**, irrespective of who you are, what your beliefs are, your nationality, disability or mode of payment, provided the facility offers the required services and has the capacity to treat you
- Be considered with **respect** at all times, under all circumstances, while you are being treated

### Privacy & Confidentiality

You have the right to

- Be treated appropriately keeping in mind:
  - your **personal privacy** especially during examination
  - have your care discussions/consultations conducted discreetly & in a confidential manner
- Have your **medical records kept confidential** and viewed only by **authorised** healthcare personnel
- Have a person of your same sex **present during a physical examination/treatment**

### Safety & Consent

You have the right to

- Expect to be treated with the utmost **safety** during your stay in the facility as well as while undergoing procedures
- Not undertake any procedures unless you voluntarily provide **written consent** for the same (exception being in life-threatening emergencies or if you are incapacitated)
- Have access to an interpreter if language is a barrier to your continuing care

### Know your Treating Team

You have the right to

- Know the **identity and professional status** of the physician and other healthcare providers who are responsible for and/or involved in your care

### Understanding your Treatment

You have the right to

- Receive **complete and current information** concerning your diagnosis, treatment, and any known progress of your condition in a manner you understand
- Collaborate with the physician in **making treatment decisions** (or participating in research projects if any) after being provided all the relevant information of the same
- **Accept or refuse medical care** within the purview of the law, while ensuring that your refusal doesn't clash with the ethical and professional standards of the treating physician

### Seeking a Second Opinion

You have the right

- If you so desire, to seek a **second opinion** from another doctor either from within or outside the facility with/without the consent of your current doctor

### Complaints management & Billing

You have the right to

- Be provided with an **itemised bill** of all the services you receive and have the details of the billed items **explained** to you if you so desire
- If you have any **complaints** about any violation of your right, you also have a right to be made aware of how to initiate a complaint, how it would be processed and resolved

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you are equally responsible for the outcomes

