

# Patient Rights & Responsibilities

Khetarpal Hospital provides medical and surgical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.

## **As a patient at Khetarpal Hospital, you have the right to:**

Receive care in a safe setting, free from any form of abuse or harassment.

Receive appropriate assessment and management of pain.

Have a family member or representative of your choice and your personal Consultant In Charge be promptly notified of your admission to the hospital

Receive treatment free from restraints or seclusion unless clinically necessary to provide acute medical, surgical or behavioral care.

Wear appropriate personal clothing or religious, cultural or other symbolic items that do not interfere with recommended treatment or procedures. You will receive respectful consideration of your beliefs in regard to these items.

## **You are entitled to personal and informational privacy as required by the law. This includes your rights to:**

Know the identity, professional status, role and business relationship of all those involved in your care.

Undergo examinations in reasonably private visual and auditory surroundings.

Request that a person of your own gender be present during physical examinations.

Review or obtain copies of your medical records and financial records.

Obtain a list of certain disclosures of your medical information made in accordance with laws.

Request an amendment to your medical records if you believe information is not correct.

Have your medical records read and discreetly discussed only by those directly involved with or related to your care, by anyone to whom you have given permission, or by those who have legal custody, or other authorized individuals.

Experience confidentiality in all aspects of your care and payment sources. We will involve only those acting in an official capacity for our hospital, and will exclude any individuals you choose to exclude.

Protective privacy when necessary to provide for your personal safety or for the safety of other patients, visitors, and staff.

Preservation of the safety and security of your personal belongings from search or seizure except for the reasonable cause.

## **As a patient at Khetarpal Hospital, you have the right to:**

Be involved in all aspects of your care and to participate in decisions regarding your care. This includes your right to be informed of the diagnosis and prognosis of your condition.

Be informed of appropriate treatment options, including their risks and benefits, alternative treatment options, the consequences of no treatment, and the results of medical care provided- including any unanticipated adverse outcomes.

Request restrictions on how your medical and financial records are used and shared. However, Khetarpal Hospital may choose not to accept these restrictions if necessary to your care.

Have access to appropriate staff for the purpose of reporting suspected child abuse or adult abuse.

Communicate with individuals outside the hospital.

Have access to an interpreter, at no cost to you, if you are fluent in English.

Have access to auxiliary aids if you have an impairment which requires use of these.

Have your instructions including living will, durable power of attorney for healthcare, and organ/ tissue donations implemented.

Refuse treatment (to the extent permitted by law).

Examine and receive an explanation of all bills regardless of the source of payment.

Place a request for Khetarpal hospital to communicate with you an alternative telephone number or address.

You will not be required to undergo involuntary treatment or be subjected to research or experimental procedures without your written consent, or that of your legal representative. You will not be transferred to another facility or location without a complete explanation of the necessity for such an action.

You and your family/ guardian have the right to express dissatisfaction regarding the quality of care without jeopardizing future care.

You have the right to expect plans for reasonable continuity of care after discharge so that continuing health care needs may be met.

**As a patient, you are encouraged to promote your own safety by becoming an active, involved and informed member of your health care team. This includes you right to:**

Ask questions if you are concerned about your health or safety.

Verify the site/ side of the body that will be operated on prior to the procedure.

Remind staff to check you ID before medications are given, blood/ blood products are administered, blood samples are obtained or prior to an invasive procedure.

Remind the care givers to wash their hands prior to giving care.

Be informed about which medications you are taking and why you are taking them.

Remember to look for an identification badge to be worn on all Khetarpal Hospital employees.

As a patient at Khetarpal Hospital, you are responsible for providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

**As a patient at Delhi Obesity Center, Khetarpal Hospital, it is your responsibility to:**

- Ask questions
- Follow the treatment plan recommended by your caregivers.
- Accept personal responsibility if you refuse treatment.
- Provide a copy of your Identification proof.
- Observe hospital rules and regulations.
- Make it known whether you have comprehended the course of medical treatment, and what is expected of you.
- Keep appointments and to notify the doctor or facility when unable to do so.
- Adhere to the hospital's No Smoking policy.
- Recognize and respect the rights of other patients, families and staff.
- Report perceived risks and unexpected changes in your condition to your health care provider.
- Fulfill your financial obligations.