

PATIENT'S CHARTER

PATIENT RIGHTS & RESPONSIBILITIES

Good Quality Medical Care is a Partnership

Bukit Tinggi Medical Centre provides a team-based approach for your healthcare needs.
A partnership between you and us will enable the best possible outcome.

PATIENT RIGHTS

Right to Information

Every Patient has the right to information regarding:

- The name and professional qualification, of the Doctor/Healthcare Professionals, treating him/her;
- Patients' right to identify staff (uniform, badges etc);
- His/her state of health, the diagnosis, possible complications, preventive strategies and probable medical prognosis;
- The approximate cost of treatment or services;
- Patients' right to obtain the itemised billing.

Right to Consent

Every patient has the right to:

- Give or withhold his/her consent for any proposed medical treatment / therapy / procedure / surgery / blood transfusion and has the right to receive adequate information from the treating Doctor to enable him/her to exercise this right; and
- Seek a second medical opinion before giving his/her consent if so desired.

Right to Choose/Participate

Every patient has the right to:

- Make decisions about his/her care and right to refuse treatment after understanding the implications of such a decision. Patient can decline treatment as long as they are aware of the consequences of declining said treatment;
- Change the treating doctor/team or the hospital, if so desired.

Right to Privacy

Every patient has the right to:

- Reasonable privacy during his/her consultation and examination by the Doctor during the course of his/her treatment and during various medical investigations;

- Have his/her medical reports be treated as "doctor-patient privileged information" and kept confidential except when required by law or by an authorised insurance agency or company;
- Patient's right for medical report.

Right to Respect

Every patient has a right to:

- Receive appropriate care regardless of race, culture, religion, age, gender or physical disability; and
- Not be subjected to abuse any kind of neglect;

Right to Quality Care

Every Patient has a right to:

- Receive from his/her treating Doctor/doctors medical care rendered in accordance with reasonably expected professional standards of care expected from a qualified professional and be treated as individuals with dignity, courtesy and compassion.

Right to Pain relief

You have the right to have your pain assessed and be involved in the decision about treating your pain.

Expected Cost

The patient has the right to know the expected cost of hospitalisation and the hospital staff shall from time to time provide relevant information to the patient.

Grievance Mechanism

The patient has the right to have his/her grievance heard.

Organ Donation

Please inform your doctor and family if you wish to be an organ donor. The necessary steps will be taken to activate this process when needed. However, you have a right to change this decision at any time.

PATIENT RESPONSIBILITIES

In order to enable effective enforcement of this charter, it is important that the patients have a responsibility to:

- Provide a complete and accurate history and information about his/her health, including present condition, past illnesses, hospitalisations, medications, natural products and vitamins, and any other matters that pertain to his/her health.
- Provide complete and accurate information including full name, address and other information.
- Follow the prescribed treatment plan and carefully comply with the instructions given and to attend follow up appointment as requested.
- Ask questions when he/she does not understand what the doctor or other member of the health care team explain about diagnosis or treatment. He/she should inform the doctor if he/she anticipates the problems in following prescribed treatment or is considering alternative therapies.
- Accept responsibility for the decisions a Patient makes regarding the treatment.
- Abide by all hospital rules and regulations.
- Comply with the NO SMOKING policy.
- Comply with the visitor policies to ensure the rights and comfort of all patients. Be considerate of noise levels, privacy and safety. Weapons are prohibited on premises.

- Treat hospital staff, other patients, and visitors with courtesy and respect.
- Be on time in case of appointment. To cancel or reschedule as far in advance as possible in case of cancellation or rescheduling an appointment.
- Not take any medications on own without the knowledge of doctor and health care professionals.

- Not give any medication prescribed for him/her to others.
- Provide complete and accurate information for insurance claims and work with the hospital while processing claims and to make payments if the same is denied.
- Communicate with the health care provider if his/her condition worsens or does not follow the expected course.
- Pay for services billed for in timely manner as per the hospital policies.
- Respect situations when the condition of another patient's medical condition may be more urgent than yours and accept that the Doctor may need to attend to them first.