

YOUR RIGHTS AS A PATIENT OF YENEPOYA HOSPITAL

1. To receive care without regard to your Race, Colour, Origin, Religion, Age, Gender, Religion, Caste, Ethnicity, Sexual orientation, Linguistic or geographical /Social origins.
2. To receive care in a safe setting and environment.
3. To request and receive care which respects your individual, cultural, spiritual and social values.
4. To receive care which is free of Verbal, Physical and Psychological abuse and harassment.
5. To receive care which promotes your dignity , privacy, safety and comfort during examination and treatment.
6. To expect that we will communicate with you in a manner that you can understand.
7. Right to information on the name of treating doctor, care plan, progress and information on their health care needs.
8. To make decisions regarding your care by being involved in your care planning and treatment. This includes making informed decisions regarding your care as well as right to accept or refuse recommended tests or treatment or to request other treatment/Additional opinion.
9. To be informed about the results of Diagnostic tests, Diagnosis, any change in patient condition in a timely manner.
10. To be informed of your health status including nature of your illness and treatment options including potential risks, benefits, alternatives, expected results, possible complications, preventive strategies and to participate fully in your health care decisions.
11. To be free from any form of restraint or seclusion that is not medically necessary or used as a means of coercion , convenience or retaliation by staff. A restraint or seclusion may only be used to improve your well being or protect you from harm and when you and your family has been informed.
12. Right to multidisciplinary counselling when appropriate.
13. To expect that appropriate surrogate decision makes will be sought in case to lack decision making ability and have no advance directives.
14. To raise ethical issue concerning your care with your care providers.
15. To have access to the visitors as per hospital policy. You have been informed that there are sound medical or institutional reasons to restrict such access.
16. To be informed of any proposed research or experimental treatment that may be considered in your case and to consent or refuse to participate.
17. To express complaints or grievances concerning the quality of care or service and to voice them without fear or discrimination or reprisal and to receive a prompt and courteous response to your concerns. You will be provided with information as to how to file a complaint or grievance.

18. To have personal privacy including confidentiality of your clinical record and to be assured that medical and personal information will be handled in a confidential manner.

19. To be allowed fair access to the information contained in your clinical records within a reasonable time of your request for them through your treating consultant/MRD.

20. To request and receive information regarding the charges for any treatment and to receive an explanation on your bill upon request.

21. Right to take discharge of patient or receive body of the deceased from the hospital.

YOUR RESPONSIBILITY AS A PATIENT OF YENEPOYA HOSPITAL

1. To observe facility, policies and procedures including those regarding smoking, noise and number of visitors.
2. To provide all personal and family health information needed to provide you with appropriate care. This includes reporting if you are in pain or require pain relief.
3. To participate to the best of your ability in making decisions about your medical treatment and to comply with the agreed upon plan of care.
4. To ask questions to your physician or other care providers when you do not understand any information or instructions.
5. Patients should follow all instructions regarding appointment, cooperate with hospital staff and fellow patients, avoid creating disturbance to other patient and maintain cleanliness in the hospital.
6. Patients should respect the dignity of the doctor and other hospital staff as human beings and professionals. Whatever the grievance may be, patient /caregivers should not resort to violence in any form and damage or destroy any property of the hospital or the service provider.
7. Patients should take responsibility for their actions based on choices made regarding treatment options and in case they refuse treatment.
8. To accept financial responsibility for health care services and settle bills promptly.