
Patient Rights & Responsibilities

As a patient, you have the right to:

- Respect for personal dignity and privacy during care, examination and treatment.
- Protection from physical abuse and neglect.
- Be respected for your culture, spiritual and personal values, dignity, beliefs and preferences.
- Confidentiality of your medical records and any other information provided by you. Exceptions to this would be for cases involving a second opinion, the law or insurance.
- Be informed about pain and pain relief measures, name of the treating doctor, complete information on the care plan, progress and information on your healthcare needs.
- Give informed consent for surgery/anaesthesia/high-risk procedures/blood transfusion/prenatal diagnostics/medical research programmes.
- Request for a copy of your medical records as per protocol.
- Know the expected cost regarding your treatment and to have your bill explained.
- Please be informed that the confidential and sensitive information about your care will be shared with your family only with your consent.
- Refuse treatment or seek additional opinion regarding clinical care, and get access to emergency care when needed.
- Be provided with complete explanation regarding transfer to another facility.
- Express your concerns, complaints and grievances to any of our staff/customer service desk.



As a patient, you are responsible for:

- Providing accurate information about your habits, health, past illness, hospitalization, allergies, current and past use of medications.
- Keeping your scheduled appointments and letting us know in advance if you are unable to keep them.
- Following the treatment plan recommended by your doctor and realizing that you must accept consequences if you refuse.
- Reading all Medical Forms and Consent Forms thoroughly and asking for explanations before you sign them.
- Actively participating in your treatment and pain management plan and keeping your doctors and nurses informed of the effectiveness of your treatment.
- Taking care of your valuables, belongings and informing us of any wrongdoing.
- Not asking for any false certificate or unlawful practices.
- Respecting all employees of the hospital. Following our policies regarding non-smoking, noise, visiting hours, number of visitors and other rules and regulations.
- Accepting financial responsibilities and settling your bills promptly.