

Patient Rights & Responsibilities

You and your family have the right to fully understand and practice all your rights. If, for any reason, you don't understand them, please contact customer relationship office for any help including providing an interpreter or translator. You and your family have the following rights:

1. To receive Care that is considerate and respectful of your values & beliefs, provided those values and beliefs are not in conflict with the Federal laws and local regulations of the state.
2. To receive individualized, considerate and respectful Care in a safe setting that is respectful of your beliefs. Care is provided without discrimination as to your race, colour, religion, gender, age, familial status, nationality and physical or mental disability.
3. To request privacy during consultation, examination & medical procedures & Zulekha Hospital will be respectful of the same to the extent possible in our health care settings.
4. Protection from verbal, physical, mental and sexual abuse &/or assault.
5. To emotional & physical protection if you are disabled, elderly or a vulnerable child.
6. To have all your own health information kept confidential in accordance with the Federal applicable laws.
7. To refuse Observation by any one not directly involved in your care process.
8. To participate in the Care process.
9. To understand & comprehend why the treatment is suggested, before agreeing to your Care, what are its possible benefits or risks or side-effects or outcomes including those that are unexpected like potential costs and also understand what could happen if a certain treatment is refused. Alternative methods of treatment with possible benefits, risks, side- effects, possible outcomes including those that are unexpected like potential costs which shall be done in a language that you understand.
10. To receive an itemized bill upon request.
11. To receive a written 'Discharge Summary' outlining the therapeutic plans & instructions that clarify how you should take care of your health post discharge.
12. To obtain a Medical Report and a copy of Medical Test Results at applicable charges.
13. To refuse treatment to the extent permitted by law & to be informed of the medical consequences of your refusal. As per the law of the land, resuscitative services cannot be withheld nor life sustaining treatments withdrawn on patient or healthcare request.
14. To choose your primary Care provider, depending on availability at our hospital and to a second opinion within our facility at additional charges if you so desire.
15. To seek a transfer or referral to another facility when medically appropriate and legally permissible and to take a detailed explanation concerning the need for a transfer along with alternatives to the same. Your transfer will be subject to your completed registration as a patient at the transferred hospital and in accordance with rules and regulations of the transferred hospital.
16. To appropriate pain assessment and management and to have your pain treated effectively and to be given information about the nature of pain and pain relief measures.
17. To compassionate and respectful Care at all times including 'Terminal Care' that respects every patient's unique needs in accordance with the rules of the state & best medical practices.
18. To voice your complaints regarding the care, to have complaints reviewed and when possible resolved without fear of any harm or penalty to yourself, to be informed of the response to your complaint and, to inform joint commission international if not effectively resolved.
19. To receive Care that is delivered within financial, ethical & legal norms that protect patients and their individual rights.
20. To give written general consent for treatment upon registration/admission to the hospital or centre and for informed consent before any surgery, minimally invasive procedure, anesthesia, transfusion of blood & blood products or any other medical procedures that entail your written consent (as per Zulekha hospital's policies and procedures) after receiving all information that the patient may need. This will include the procedure benefits, available alternatives and all possible tasks.
21. To receive information from treating doctor on matters directly/indirectly related to care which includes queries on organ donation, research and related benefits and risks, therapeutic alternatives and medical research protocol details.
22. To participate in a medical research (If you are asked), you have the right to give a written consent or refuse or even end your participation at any time for any reason. This will not compromise the quality of medical services provided to you.
23. Have a family member or guardian as an escort depending on your availability and your health status as per Hospital's rules and regulations. However, due to medical reasons, certain units don't allow this.
24. To avail the services of interpreters, translator, and spiritual leaders should you desire to overcome barriers due to language, culture, spiritual and physical limitations.
25. To receive immediate care in emergency clinical situations.
26. To view his/her medical record under the supervision of the treating doctor or any medical team staff who should obtain the consent of author of entry.
27. To ensure protection of your possessions

Your responsibilities are to:

1. To provide all personal and family health information needed to provide you with the appropriate care. This includes reporting if you are in pain, or require pain relief.
2. 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.
3. To ask questions to your physician or other care providers when you do not understand any information or instructions.
4. To follow the treating doctor's instructions.
5. To inform your physician or other care provider if you desire a transfer of care to another physician, caregiver, or facility.
6. To respect the priority given to emergency cases.
7. To be considerate of others receiving and providing care & respect the privacy of other patients and treat your treating physician & other hospital staff with respect.
8. To observe facility policies and procedures, including those regarding
 - a. noise
 - b. visitors
 - c. smoking
9. To accept financial responsibility for health care services and for the medical Report and second opinion and settle bills promptly.
10. To keep confidential any information of any patient you may see/hear inadvertently.
11. To ensure that authorized members of your family are available to hospital personnel's for review of your treatment and specific concern in the event you are unable to properly communicate with physician.

Zulekha Hospital
Your Health Matters



مستشفى زليخة
لأن صحتك غالية