

# Patient & Family Rights

The mission of Taiba Hospital supports the patients and their families' rights and responsibilities by providing distinguished healthcare services to the community of the GCC. We believe that the involvement of patients and families is mandatory in their treatment.

1. Receive respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation, and regardless of their origin, gender, cultural, economic, educational or religious backgrounds.
2. Have his/her cultural, psychosocial, spiritual, personal values and beliefs respected.
3. Be directed to religious and spiritual services, when requested.
4. Have an appropriate assessment and management of his/her disease/pain.
5. Request information about the primary physicians and the healthcare providers who are involved in his/her treatment. Patients and families can receive adequate information about the physicians by referring to Taiba Hospital's website: [www.taiba-hospital.com](http://www.taiba-hospital.com) or by calling 1808088 and asking to speak to social worker.
6. Receive information from his/her physician about his/her illness, health status, diagnosis and plan of care (course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery).
7. Receive information in a way that he/she understands. Communications with the patients will be effective and provided in a way that facilitates understanding. Written provided information will be appropriate to the age, understanding and as appropriate, the language of the patient. Communications specific to the vision, speech, hearing cognitive and language-impaired patient will be appropriate to the impairment.
8. Raise any request/concern/complaint or/and suggestion and receive an appropriate attention and response according to the hospital policies.
9. Be involved in his/her care.
10. Have a family member or representative of his/her choice to have access to his/her information in his/her medical record after signing the release of medical information form.
11. Leave the hospital even against the advice of his/her physician after signing the "discharge against the medical advice form".



12. Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
13. Respect his/her privacy & confidentiality according to hospital policies, local laws and regulations. Any patient information data, will be only used for hospital clinical care quality programs for tracking and improvement purposes.
14. Choose his/her physician and seek a second opinion without fear of compromise to his/her care within or outside the organization.
15. Receive an explanation of his/her bill.



# Patient & Family Responsibilities

1. The patient has the responsibility to provide accurate and complete information concerning his/her personal information (including patient's full name, address, telephone number and employer when it is necessary) and present complaints and past matters relating to his/her health.
2. The patient is responsible for reporting perceived risks in his/her care, unexpected changes, any concerns or errors he/she may observe in his/her condition to the responsible practitioner.
3. The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
4. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders and work with them to develop a pain management plan. The patient is responsible for his/her actions should he/she refuses treatment or not follows his/her physician's orders.
5. The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
6. The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
7. The patient is responsible for following hospital policies and procedures such as non – smoking policy.
8. The patient is responsible for being considerate towards the rights of other patients and hospital personnel.
9. The patient is responsible for leaving valuables at home and bring only necessary items during his/her hospital stay. The hospital is not responsible in any case for patients' belongings and valuables according to the protection of Patients' Property Policy.

At the time of admission to the hospital, patients are provided with a copy of patient rights and responsibilities. In case of minors and adults patients with legal guardians, their parents and /or legal guardians will receive the document. Clarification of patient and family understanding of their rights and responsibilities will be conducted during the initial assessment. Patient rights and responsibilities brochures are available throughout the hospital.

