



INODAYA Hospitals - Kakinada

Documentation code:

INH/PRE.Doc.No:01

Policy on Patient & Family Education on Patient Rights & Responsibilities and involving them on decision making process

Prepared date: 05/09/2023

Reference: PRE.1.& 2. NABH Standards – 5th Edition

Issue Date:05/09/2023

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1.0 POLICY:

All the patients and their families visiting the hospital shall have the immediate following rights. These rights shall be respected and protected by the organization and staff of the hospital. Patients and families may bring to the notice of the Hospital Management, any instance of violation or perceived violation of these rights.

2.0 PURPOSE:

To acknowledge patients' rights and responsibilities and the Hospital's responsibility to respond to each patient with personal dignity and respect in a smoke free environment

3.0 SCOPE: All the patients and their families that are provided care at Hospital

4.0 RESPONSIBILITY: All staff members of the Hospital in all Departments

5.0 DISTRIBUTION:-Front office, Billing, Personnel department and all Nursing Station

6.0 PROCESS DETAILS:

Following shall be done to comply with fulfillment of patient rights and education.

It is the policy of InodayaHospitals to respect the individual rights of all the patients of this hospital. Patient rights include following:

- Right to access to health care with dignity

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- Right to confidentiality & privacy
- Right to participate in decisions regarding medical care
- Right to accept or refuse treatment
- Right for second opinion
- Right to consent
- Right for education on disease condition & diagnosis, organ donation
- Right to choose the care from available alternatives
- Right to refuse the treatment
- Right to access to medical information
- Right to voice complaint
- Right to information about expected cost of treatment
- Right to information on identity of clinical team
- Right to protection from physical abuse or neglect
- Patient responsibilities include those actions on the part of patients that are needed so that healthcare providers can provide appropriate care, make accurate and responsible care decisions, address patient's needs, and maintain a sound and viable healthcare facility.
- The rights and responsibilities shall be communicated to the patients through educative pamphlets and counseling by appropriate care givers at the time of

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admission and throughout the stay of the patient and shall be explained in the language that they understand.

6.1 Access to care

Inodaya Hospitals welcomes all patients. No patient shall be denied admission due to race, color, religion, ancestry, financial class or national origin.

Staff shall identify the most common barriers in their patients while they access and receive care. Every effort shall be made to overcome or limit barriers, to assist the patient in effective communication to limit the impact of barriers on the delivery of the services. Interpreters and religious leaders shall be provided when necessary.

6.2 Respect and dignity

The patient has the right to get considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity and self-worth.

6.3 Privacy and confidentiality

The patient has the right, within the law, to personal and informational privacy, as manifested by the right to the following:

- 6.3.1 Refuse to talk with or see anyone not officially connected with the hospital, including visitors, persons officially connected with the hospital but who are not directly involved in his / her care.

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- 6.3.2 Wear appropriate personal clothing and religious or other symbolic items, as long as they do not jeopardize safety or interfere with diagnostic procedures or treatment.
- 6.3.3 Be interviewed and examined in surroundings designed to assure reasonable audio-visual privacy. This includes the right to have a person of one's own gender present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
- 6.3.4 Expect that any discussion or consultation involving his / her case will be conducted discreetly and that individuals not directly involved in care shall not be present without permission of the patient.
- 6.3.5 Have his / her medical record read only by individuals directly involved in treatment or monitoring of quality, and by other individuals only on written authorization by the patient or that of his / her legally authorized representative.
- 6.3.6 Expect that all communications and other records pertaining to his / her care, including the source of payment for treatment, be treated as confidential.

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- 6.3.7 Expect that information given to concerned family members or significant other legally qualified person, be delivered in privacy and with due consideration of confidentiality.
- 6.3.8 Request transfer to another available room if another patient or visitors in that room are unnecessarily disturbing to the said patient.
- 6.3.9 Be placed in protective privacy when considered necessary for personal safety.
- 6.3.10 Expect that expressed needs for privacy is respected during surgery/procedure and transport.
- 6.3.11 Expect that the confidentiality of information is maintained in prescribed regulatory framework.
- 6.3.12 Grant permission for the release of information n not covered by laws and regulations.

6.4 Personal safety and security

The patient has the right to expect reasonable safety in the hospital practices and environment. To address the safety and security needs of patient, visitor and staff, the hospital security personnel are present round the clock. Other safety and security measures include limited access to the facility, video/CCTV monitoring in some areas of the campus and the use of employee identification badges that are to be conspicuously displayed.

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6.5 Identity

The patient has the right to know the identity and professional status of individuals providing service to him / her and to know which Senior Consultant / Consultant is primarily responsible for his / her care. This includes the patient's right to know of the existence of any professional relationship among individuals that are treating him / her, as well as the relationship to any healthcare or educational institutions involved in his / her care. All queries regarding the clinical identity of the treating Senior Consultant / Consultant shall be directed to the office of the Director Medical Services.

6.6 Information

6.6.1 The patient has the right to obtain from the Senior Consultant / Consultant responsible for coordinating his / her care, complete and current information concerning his / her diagnosis (to the degree known), treatment, any known prognosis and follow up instructions post discharge. This information shall be communicated in a form and language the patient can reasonably be expected to understand.

6.6.2 The patient has the right of access to his / her medical records.

6.6.3 The patient and family has right to receive an education with regard to disease, diagnosis, prognosis, procedure/surgery, ongoing treatment, other relevant health matters etc.

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6.7 Communication

6.7.1 The patient has the right to meet family members and relatives (as visitors) as per hospital's visitation policy.

6.7.2 When the patient does not speak or understand the predominant language of the community, he/ she has right to access to an interpreter.

6.7.3 For granting the informed consent, the patient learns about the procedure (risks, benefits, alternative, possible complications etc.) in the language and manner which they understand. Interpreters shall be involved for this where necessary.

6.8 Consent

6.8.1 The patient/family has the right to have relevant information and to participate in clinical decisions involving his / her healthcare. To the degree possible, this shall be based on a clear, concise explanation of his / her condition, proposed treatment and of all proposed technical procedures, potential benefits and drawbacks, possible alternatives, likelihood of success, possible problems related to recovery, possible results of non-treatment and name of the person(s) providing treatment / doing surgery. The patient shall not be subjected to any procedure without his / her voluntary, competent, and informed consent or that of his / her legally authorized representative.

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- 6.8.2 The patient/family has the right to know who is responsible for performing the procedures or treatment.
- 6.8.3 The patient shall be informed if the Senior Consultant / Consultant proposes to engage in or perform human experimentation or other research / educational projects affecting his / her care or treatment, and the patient shall sign an informed consent if participation is desired and maintains the right to refuse to participate or withdraw from any such activity at any time.
- 6.8.4 The patient/family may refuse treatment due to his/her personal reason and may seek discharge against medical advice.
- 6.8.5 If a patient is unconscious or is determined to be mentally incompetent, consent shall be obtained from an appropriate family member.

6.9 Consultation & second opinion

The patient, on request at his/her own expense, has the right to consult with any other Senior Consultant / Consultant / Specialist for a second opinion, including those from outside the organization. Such a request needs to be submitted in writing to the Medical Services' office.

6.10 Transfer and Continuity of care

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6.10.1 A patient shall not be transferred to another facility unless he / she has received a complete explanation of the need for a transfer and the alternatives for a transfer and unless the transfer is acceptable to the other facility. The patient has the right to be informed by the responsible Senior Consultant / Consultant or his / her designee of any continuing healthcare requirements following discharge from the hospital.

6.10.2 Regardless of the source of payment of his / her care, the patient has the right to request and receive an itemized and detailed explanation of his / her finalized bill for services rendered in the hospital. The patient shall be informed of eligibility for reimbursement by any third-party coverage during the admission or pre-admission financial investigation.

6.11 Hospital rules and regulations

The patient shall be informed of the hospital rules and regulations applicable to his / her conduct as a patient.

6.12 Complaint process

The patient has the right to know the mechanism of filing a complaint / grievance regarding services and is entitled to information regarding the resolution of his/her grievance in a timely manner.

6.13 Dignity, Personal Values & Beliefs

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6.13.1 The patient has the right to receive care that is respectful and considerate to patient's dignity and self-worth.

6.13.2 The care of the patient shall be respectful of patient & family's values and beliefs

6.13.3 The organization shall appropriately respond to requests related to religious and spiritual support.

6.14 Protection from assault and abuse

6.14.1 The hospital shall ensure patient / attendant safety against abuse / physical assault / neglect of care / withholding of services.

6.14.2 The hospital shall encourage an attendant to be available 24 hours with the patients in the wards or in the rooms.

6.14.3 The hospital shall have security personnel stationed at strategic locations of the hospital. This helps to monitor and restrict any entry of unauthorized persons. Visitors shall be allowed only during visiting hours. Security personnel shall take rounds after the visiting hours, to ensure no unauthorized persons are loitering in and around the hospital.

6.14.4 Vulnerable patients (children below 16 years, elderly above 65 years, All chemotherapy patients, comatose patients, women in labor, abused, mentally / physically challenged patient, All ICU patient's and disabled individuals) shall be identified by a yellow color

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wrist band and a “Patient First” sign at the bedside to ensure that they receive appropriate care and attention.

6.14.5 All the patient care areas in the hospital especially remote and isolated areas shall be strictly monitored.

6.14.6 All staff shall make reasonable efforts in maintaining the safety and protecting the patients.

7. PATIENT RESPONSIBILITIES:

1. Be on time for appointments and inform the hospital if you cannot keep the appointment.
2. Be honest with your healthcare providers and inform your physician about your present illness, previous hospitalization details, and any other matter relating to your health which would help the physician treat you better. We request you to participate in decision making and ask questions in case of doubts.
3. The hospital staffs have demanding work, often under stressful circumstances. You can help them by treating them considerately. Violence or racial, sexual or verbal abuse is completely unacceptable.
4. Please follow all advice given by your caregivers. If you are worried or have any doubt about an advice, discuss it with your caregiver.

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5. Please take all the medicines prescribed to you by your doctor and complete the course of treatment.
6. Improvement of services will only be successful if we know what you think about them. Help the staff by filling the "Feedback Forms" if they approach you.
7. Use emergency services in a real emergency situation only. Do not forget that there are seriously ill people who need to use these services.
8. Respect the rights of other patients and staff of the hospital. Please ensure that your visitors are considerate to other patients, and strictly observe the "Visiting Hours" policy of the hospital.
9. Please observe "No Smoking" and other rules of the hospital.
10. It is your responsibility to be prompt with payment of your hospital bills, and to provide information essential for processing your bills, wherever necessary.

For any queries and concerns or for lodging a complaint the patient can contact the – Operations Executive

8.0 RECORDS AND FORMATS:

- Booklets/brochures available at each and every patients counter
- Display of patients rights and responsibilities
- patient feedback form available for any suggestion and experiences

9.0 References

- General Consent Form
- Inpatient Guide
- List of Interpreters

10.0 Reporting of violation to patient rights.

- INODAYA hospitals Kakinada has developed mechanism to address violation of patient rights.

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- Who ever think that patient rights were violated can report to top management as and when that instance happens.
- Patient / patient attendee can write in the complaint book which will be available in nursing station, Feedback form at the time of discharge or raising incident during Inter disciplinary team rounds.
- Management will review and analyze all the complaints and violations at the end of the month and address the stake holders with corrective and preventive action.

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