



## INODAYA Hospitals - Kakinada

Documentation code:

INH/PRE.Doc.No:02

### PATIENT RIGHTS AND RESPONSIBILITIES

Prepared date: 05/09/2023

Reference: PRE. 1a. NABH Standards – 5<sup>th</sup> Edition

Issue Date:05/09/2023

Issue no: 02

Review No: 1

Review date: 04/09/2024

### PRE 01: POLICY ON PATIENT'S RIGHTS & RESPONSIBILITIES

#### 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 Administration, 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 **INODAYA Hospital**

#### 4.0 RESPONSIBILITY:

All staff members of the **INODAYA Hospital** in all Departments

#### 5.0 DISTRIBUTION:

Front office, Billing, Personnel department and all Nursing Station

#### 6.0 PROCESS DETAILS:

##### 6.1 DESCRIPTION OF THE PROCESS:

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

- Display of patients' rights at convenient places throughout the hospital.

Prepared by: 	Verified by: 	Approved by: 
Mr.K.Suresh	Mrs.Lakshmi Lavanya	Dr.D.N.S.Prakash
Manager - Operations	Chief Executive Officer	Medical Director



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- Information of rights of patients shall be communicated to them and their families in a format and language that they understand, at the time of admission or enquiry through verbal communication and suitable handouts.
- Staff shall be made aware of their responsibility towards protecting of patients and family rights. Patients' rights shall be included as a topic in departmental training and orientation activities.
- Violation of patient rights is recorded, reviewed and corrective / preventive measures taken by the in charge of concerned department

These rights shall be addressed and followed by hospital as per documented hospital policies.

#### 1. Accessibility and availability

- a. To access medical care facility regardless of caste, religion, nationality, disability or source of payment of your bills.
- b. To be provided with immediate care at the time of emergency
- c. To complain to the concerned authority in case of any delay or improper services without the care being affected.

#### 2. Dignity and privacy of patients

- a. To receive due respect for personal dignity
- b. To be provided with suitable privacy for undergoing examination, certain procedures and treatment.
- c. To be responded to your spiritual and religious beliefs in a polite & respectful manner without obstructing the ongoing treatment and in accordance with the hospital policies

#### 3. Protection and safety

- a. To have a safe and protected environment during your stay in the hospital

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#### 4. Right to information and education

- To have a right to be informed and educated in a language and format that you can understand
- To be informed about the services and care available at the hospital
- To have information of your care providers
- To be informed about your disease, care plan, alternative plans and possible outcomes as per hospital policy
- To be educated about safe and effective use of medicines, and their potential side effects, diet and nutrition requirements, Immunization, prevention of infections, where applicable
- To access hospital / organization's information as per right to information act

#### 5. Involvement in decision making

- To receive all information regarding your disease and care plan
- To accept or refuse the medical treatment
- To give your informed consent before treatment begins
- To withdraw your consent and refuse treatment at anytime.

#### 6. Treatment cost

- To be provided with the rough estimate of your bill amount.
- In case of planned hospitalization to be provided with interim bills except for packages.
- To get information of day to day hospital bills in accordance with the hospital policy

#### 7. Confidentiality of information

- All information regarding you (medical or non-medical) is ideally kept confidential except in instances where disclosure is required by law

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- b. Families also may be denied disclosure of some kinds of information unless consented to by the patient. This will not apply to minors, and individuals who are incapable of exercising rational decision making.
- c. Only those personnel have the right to access patient information, who are involved in the care of the patient or specifically authorized by the hospital.

#### 8. Voicing of complaint

- a. To voice your complaints in case you feel aggrieved.
- b. To receive feedback on action taken on complaints registered by you in the hospital

#### Your responsibilities

1. To provide correct & detailed history of your health problem to your doctor.
2. To follow the treatment plans established by the consultant doctor, nurse, and the healthcare professionals
3. To be aware that you are solely responsible for the consequences in case of discontinuation of treatment prescribed by the care provider during the hospital stay
4. To understand that in case you leave against medical advice it will be at your own risk
5. To pay all the hospital bills in timely manner
6. To co-operate with the staff for maintaining the cleanliness and administrative procedures of the hospital
7. To be responsible for the belongings they carry in the hospital
8. To follow the hospital rules and regulations

#### Special notes:

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- ✓ Your feedback is welcomed at all times without affecting the care provided to you.
- ✓ **INODAYA Hospital** respect their patients and treats all on an equal platform.

For any queries and concerns, or for lodging a complaint, Operations manager can be contacted.

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