



PATIENT & FAMILY RIGHTS

HOSPITAL PUTRAJAYA



We, the management, medical practitioners, clinical and allied health staffs at Hospital Putrajaya, work collaboratively to protect and promote patient and family rights.

The Charter recognizes that persons receiving and providing care, both have important parts to play in achieving healthcare rights. The Charter also allows patients, families and carers to share an understanding of their rights and thus, work in a partnership towards a safe and high quality healthcare system.

What can I expect from Hospital Putrajaya?

MY RIGHTS

WHAT THIS MEANS

Access

I have a right to healthcare.

I can —

- have access to information on all services to address my healthcare needs;
- have access to administration of pain management where appropriate;
- have access to an interpreter if language barrier exists;
- have access to information on relevant rules and policies of the hospital;
- have access to relevant information on organ donation process;
- have access to information on the responsibilities of patients and families; and
- request for a receipt and itemised statement of all charges rendered.

Safety

I have a right to receive safe and high quality care.

- I shall receive safe and high quality healthcare services, provided with professional care, skill and competence.

Respect

I have a right to be shown respect, dignity and consideration.

- The care provider respects me as well as my culture and beliefs.
- I shall receive safe and medically appropriate treatment regardless of my race, sex, nationality and source of payment.

Communication

I have a right to be informed about services, treatment options and costs in an open way.

As far as possible, I shall —

- receive open, timely and appropriate communication about my healthcare in a comprehensible manner;
- receive appropriate counseling from the hospital prior to discharge from the hospital against medical advice; and
- be able to receive advice on the approximate cost of treatment prior to provision of care.

Participation

I have a right to be included in decisions and choices about my care.

- I can get information on investigations, diagnosis, treatment and prognosis related to my healthcare, including the discharge plan and continuity of care.
- I shall have the right to a second opinion about my healthcare.
- I shall have the right to know the identity of my medical practitioner and other caregivers.

Privacy

I have a right to privacy and confidentiality of my personal information.

- My personal privacy is maintained and proper handling of my personal health and medical care information is assured.

Comment

I have a right to comment on my care and to have my concerns addressed.

- I shall be able to comment on or complain about my care and have my concerns dealt with properly and promptly.



Datuk Dr. Nora' I Binti Mohd Said

Pengarah

Hospital Putrajaya

08.03.2018