



Patient Rights

- Right to receive treatment without any discrimination
- Information on diagnosis, plan of care, progress and on health care needs.
- Respect individual belief ,values, spiritual and cultural needs
- Opportunity to involve in healthcare decision making process and care
- Respect for Personal dignity
- Privacy during examinations, procedures and treatment
- Protection from physical abuse and neglect
- Confidentiality of medical information
- Refusal of treatment
- Opportunity for Informed consent before blood transfusion, anaesthesia, surgery, research and invasive or high-risk procedures
- Opportunity and accessibility to voice a complaint via suggestion boxes or through complaint reporting officer
- Information on expected cost of treatment
- Access to clinical records through treating doctor
- Health Education.
- To seek an additional opinion regarding clinical care

Patient Responsibilities

- Provide complete and accurate personal information including full name, address
- Provide complete and accurate information about their health, including present condition, past illnesses, hospitalizations, medications and any other matters that pertain to their health.
- To ask questions and clarify doubts regarding diagnosis and treatment
- Comply with the no-smoking and no liquor policy of the hospital
- Comply with the visitor policies
- Treat hospital staff, other patients, and visitors with courtesy and respect.
- Provide complete and accurate information for insurance claims to insurance department
- To pay for services billed for in a timely manner as per the hospital policies.
- To respect that some other patients' medical condition may be more urgent than yours and accept that your doctor may need to attend them first.
- To follow the prescribed treatment plan and carefully comply with the instructions given.
- To attend follow-up appointment as requested.



Employee Rights

- Fare wages for the days worked.
- Fare treatment in the work place without any discrimination of sex, caste, religion, socio-economic status or physical and mental ability.
- Availability to relevant information and data
- Opportunity to report grievances
- Access to hospital policies
- Safe working environment and provisions for personal and work place safety

Employee Responsibility

- To perform their job responsibilities sincerely
- To follow hospital policies, rules and regulation religiously
- To know by heart organization's vision, mission, core values, quality policy and quality objectives
- To know patient rights and responsibilities and adhere to them
- To attend orientation and training programme as and when conducted
- To maintain and protect the hospital property and assets
- Safeguard confidential information