

## PATIENT AND FAMILY RIGHTS

- Right to have respect for values and beliefs, any special preferences, cultural needs, and responding to request for spiritual needs.
- Right to have respect for personal dignity, privacy and confidentiality during examination, procedures and treatment.
- Right to have protection from neglect or abuse.
- Right to treat patient information as confidential.
- Right to refuse treatment.
- Right to seek an additional opinion regarding clinical care.
- Right to informed consent before the transfusion of blood and blood components, anesthesia, surgery, initiation of any research protocol and any other invasive/high-risk procedures/treatment.
- Right to complain and information on how to voice a complaint.
- Right to be informed on the expected cost of the treatment.
- Right to access clinical records.
- Right to have information on the name of the treating doctor, name of nurses, care plan, progress and information on their healthcare needs.
- Right to determine what information regarding their care would be provided to self and family.

**NOTE:** In case you require any clarification or have suggestions to make or have a grievance, please contact the customer care 080 4749 5555 or write an e-mail to [hello@even.in](mailto:hello@even.in)

## PATIENT AND FAMILY RESPONSIBILITIES

- Being respectful of –
  2. The property of the treating facility
  3. The rights and property of other patients visiting the facility
- Being respectful of the treating/visiting doctors, nurses, paramedics, and other staff and abide by the hospital and facility rules.
- Provide complete and accurate information including full name, address and other information.
- Provide your doctor accurate and complete information of all aspects of your present and past medical history, medications, surgeries, and other procedures.
- Keep your medical records/reports in a manner that is accessible to the doctors.
- Ensure that you strictly follow your physician recommended treatment plan and comply with the instructions of the healthcare personnel who implement this plan.
- The patient and family are solely responsible for non-compliance of your Physicians' instructions. Hence, inform the Physician if you are unable to follow the prescribed treatment plan or have doubts.

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## PATIENT AND FAMILY RESPONSIBILITIES

- Keep track of the developments and/or progress of your condition especially while receiving care. Inform your doctor in time.
- Patient should be punctual for all appointments and notify the hospital if unable to do so.
- To understand in advance and promptly fulfil your financial obligation for healthcare services provided to you (including promptly providing updated insurance information, if applicable).
- You are solely responsible for the lifestyle decisions you make and the effect these lifestyle choices have on your health.
- Comply with No Smoking Policy and Visitors Policy.
- Respect that some other patients' medical condition may be more urgent than yours and accept that your doctor may need to attend them first.
- Respect that admitted patients and patients requiring emergency care is always priority for your doctors.
- To accept the measures taken by the hospital to ensure personal privacy and confidentiality of clinical records.

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