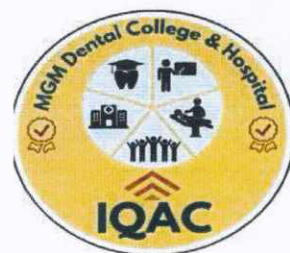


PATIENT'S RIGHTS



MGM DENTAL COLLEGE & HOSPITAL

Accredited by NAAC with "A" Grade,
Plot No. 1 & 2 Sector-01 (Old 18 & 19),
Kamothe, Navi Mumbai- 410209



**THE ORGANIZATION PROTECTS PATIENT AND FAMILY RIGHTS AND INFORMS THEM
ABOUT THEIR RESPONSIBILITIES DURING CARE**

PURPOSE	To describe the rights and responsibilities of patients and their family members
SCOPE	All patients attending OPD and IPD cases must be informed
RESPONSIBILITY	All staffs
PROCEDURE	Patient and family rights are as given in document as appendixes Patient's rights and responsibilities are displayed at convenient places in hospital 1. Information of patient's rights is communicated to them and their families at various stages of treatment in the Healthcare Organization. 2. Violation of patient rights is recorded, reviewed and corrective /preventive measures taken by the designated office

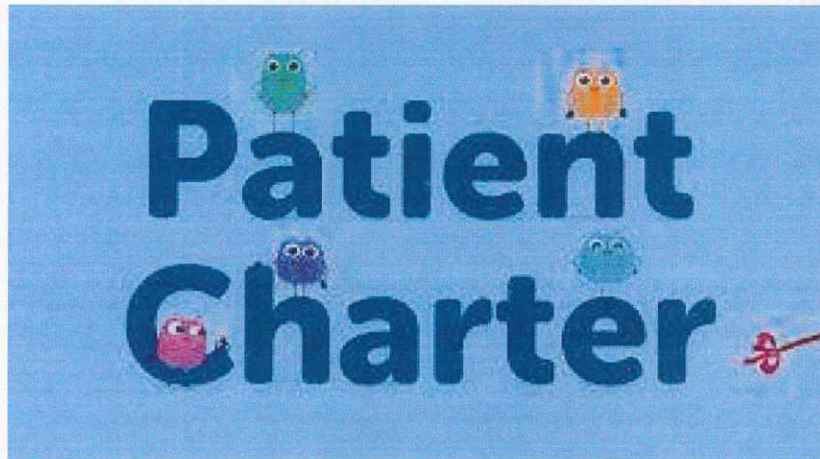


1. Patients and families will be informed of their rights and responsibilities in the language they understand and are documented, displayed, and they are made aware of the same.
2. Staff are given training and periodic sensitization carried out to create awareness of their responsibilities in protecting patient and family rights.
3. Organizations have mechanisms to report violations of patient and family rights, and some are analyzed, monitored and respective CAPA taken by designated official.
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Citizen's Charter



- ✚ Maintain standards of medical services
- ✚ Educate, involve, and provide information on rights and responsibilities
- ✚ Encourage, access with promotion of choice of health care services
- ✚ Treat all patients fairly with uniform care
- ✚ Innovate and improve facilities

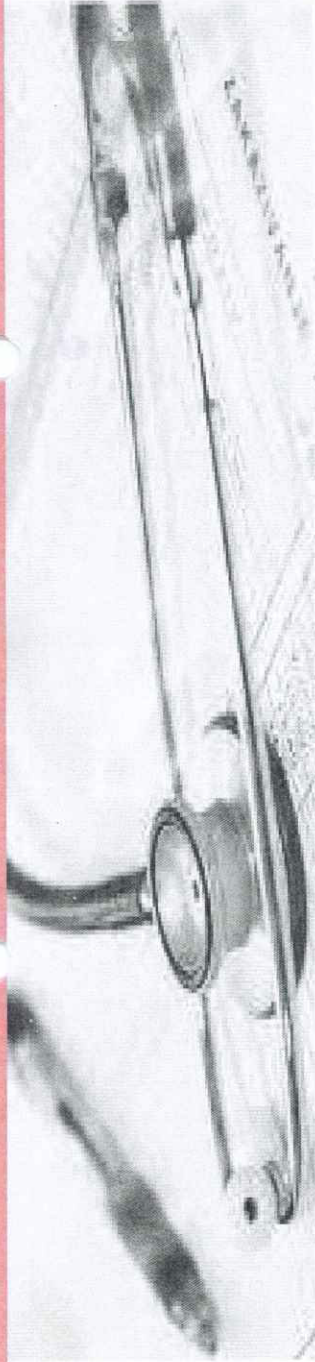


- a) To be informed of the health care facility and type of services that are available.
- b) To be treated with dignity and respect, consistent with professional standards for all patients and receive treatment regardless of socio-economic status, race, sex, nationality, region, culture, linguistic origin or any other factor.
- c) To receive care that is considerate, respectful of the patients' personnel values and beliefs.
- d) To receive emergency medical care and treatment easily and quickly.
- e) Patient has the right to Medical Information for best treatment options and to receive detailed explanation of their condition, care, treatment, and aftercare, in terms that are free from professional jargon in the language that the patient can fully understand
- f) Right to a second opinion or to have their care transferred to another physician if they are not satisfied with the care of opinion provided.
- g) To privacy during examination, procedures, clinical care/treatment; and the right to know who is in attendance and the purpose of those in attendance on them.
- h) Right to confidentiality about their medical condition.
- i) Right to protection from physical abuse and neglect.
- j) To obtain informed consent as per documented procedure and to receive verbal or written information about any proposed treatment and to be told if there are any alternatives available.
- k) To have access to all clinical and pharmaceutical records kept fully updated and confidential.
- l) Patient and their families have the right to receive relevant, current, and understandable information concerning their drugs and treatment and in decision making about their drugs and treatment choices
- m) Right to information on expected cost of treatment.
- n) To discuss and request information related to their specific drug therapy, possible adverse side effects and drug interactions.
- o) To have any complaint that they may make, acknowledge, fully investigated, and be provided with response and appeal to a higher authority of the hospital services.

- a) To be honest with the doctor and disclose family/medical history
- b) To bring their medical documents insurance card with them every time they attend the health care facility
- c) To follow the rules and regulations of the health care facility
- d) To show respect and to be courteous to the staff
- e) Not use abusive language and/or display unsocial behavior to other patients, visitors, or staff.
- f) To show consideration for other patients' needs, especially where their needs are greater.
- g) Should give accurate information about personal details and past medical history as well as informing the medical staff of any treatments and medications that they are taking and history of allergy or of allergic reaction to any medication
- h) To comply with doctors' treatment plan and prescribed do at home activities.
- i) To safeguard any belonging that they decide to keep in their possession after they have been admitted
- j) To be punctual, keep outpatient appointments and inform the clinic if they are unable to attend, in advance so that the appointment may be used for someone else in need.
- k) If discontented will inform and discuss with the doctor.
- l) To bear the agreed expenses of treatment
- m) Will report fraud and wrongdoing.

PATIENT GRIEVANCES AND REDRESSAL

- a) All patient grievances will be brought to the knowledge of the Hospital Dean for investigation at the earliest.
- b) Patients will record their grievances and complaints in a patient complaint book maintained at Dean's office which will be the nodal point for redressal of all patient complaints.
- c) Prompt action will be taken on patient complaints after investigation and action taken will be intimated to the patient and his relatives within 48 hrs.
- d) Patients can also record minor complaints and suggestions for improvements in the patient feedback form will be issued by the nursing staff in-charge at the time of discharge from the hospital.
- e) Complaints and suggestions given by patients on the patient feedback form will be evaluated and corrective or remedial action on actionable points will be submitted by Patient Care Cell members to the committee and during management review meeting.



WHAT TO KNOW ABOUT HOSPITAL POLICIES

- a. Children visitors below 12 will not be permitted inside the departments.
- b. Chewing of tobacco and spitting within the hospital area is strictly prohibited.
- c. Possession or consumption of Alcohol is prohibited within the hospital area.
- d. **Smoking Limitation policy** – The Hospital areas is a non-smoking zone. No tobacco product will be sold or used within the hospital area.
- e. Consumption of eatables is not permitted by visitors in wards / OPD of hospital. Dining area with drinking water facility is available in the hospital. Canteen facility is also available in the basement floor of the hospital building.
- f. Please keep hospital area clean.
- g. Emergency exits / fire escape are displayed on every floor near the staircase, lifts
- h. Payment of hospital bills should be deposit at Cash counter only. No Cash transaction will be made with any hospital staff.