

## Enclosure

**Patients' Rights:** A patient and his/her representative has the following rights with respect to the clinical establishment-

- i. To adequate relevant information about the nature, cause of illness, proposed investigations and care, expected results of treatment, possible complications and expected costs;
- ii. To information on the Rates charged for each type of service provided and facilities available. Clinical Establishment shall display the same at a conspicuous place in the local as well as in English language.
- iii. To access a copy of the case papers, patient records, investigation reports and detailed bill (itemized).
- iv. To informed consent prior to specific tests/treatment (e.g. surgery, chemotherapy etc.)
- v. To seek second opinion from an appropriate clinician of patients' choice, with records and information being provided by the treating hospital.
- vi. To confidentiality, human dignity and privacy during treatment.
- vii. To have ensured presence of a female person, during physical examination of a female patient by a male practitioner.
- viii. To non-discrimination about treatment and behaviour on the basis of HIV status
- ix. To choose alternative treatment if options are available
- x. Release of dead body of a patient cannot be denied for any reason by the hospitals.
- xi. It was recommended that patient seeking transfer to another hospital/discharge from a hospital will have the responsibility to "settle the agreed upon payment".
- xii. It may be specified in the charter that no discrimination in treatment based upon his or his illness or conditions, including HIV status or other health condition, religion ethnicity, gender (including transgender), age, sexual orientation, linguistic or geographical/social origins.
- xiii. Informed consent of patient should be taken before digitization of medical records.

### **Patients' Responsibilities:**

- i. Provide all health related information
- ii. Cooperate with Doctors during examination, treatment
- iii. Follow all instructions
- iv. Pay hospitals agreed fees on time
- v. Respect dignity of doctors and other hospital staff
- vi. Never resort to violence.