



## Patient and Family's Bill of Rights and Responsibilities

As a patient at KAAUH, we strive to provide you with exceptional care that ensures preserving your right and your responsibilities towards the hospital and those working in it.

**Therefore, while receiving your care at our hospital, you have the right to:**

### Know and understand your Rights:

- Be informed about your rights in a manner and language that you can understand.
- Receive a written copy of your bill of rights.
- Seek clarification on your rights if you are unable to understand any of the statements on the bill of rights.
- Be informed of the hospital's mission and vision that supports your bill of rights.

### Access to care:

- Receive treatment, services, and the necessary care, including pain assessment and re-assessment in a timely manner to help you regain or maintain your maximum level of health regardless of your race, religion, gender, ethnicity, age or disability.
- Obtain from your Physician/Healthcare provider information pertinent to your condition, such as: proposed treatments, services, medication, interventions, procedures, in a language and manner that you can understand.
- Be informed of all potential benefits, risks, changes in your condition, prognosis or side effects associated with treatment or procedures and any significant alternative treatment, care, or service in an understandable manner.
- Be educated about dealing with your condition.



## Privacy and confidentiality

- Maintain privacy and confidentiality of your care process medical record as required by the law and protect it from loss or misuse.
- Information will be disclosed only to the involved medical team, yourself and to those you have permitted release of information to (according to KAAUH's policy on release of information), unless legally required.
- Receive your care in an area and manner that does not compromise your privacy.
- Ensure your personal space and privacy are well maintained while receiving medical care, examination, and attending to your personal hygiene.
- Have the right to have a chaperone of the same gender present with you during your physical examination, if performed by a healthcare professional of the opposite gender.
- The right to access your plan of care or request any information in your medical records.

## Safety and protection from harm:

- Receive your care in a safe and healing environment free of any kind of harm, abuse, damage or theft.
- Ensure your transfer safely within the hospital premises, and externally when needed.

## Respect and courtesy:

- Preserve your dignity at all times and to be treated and cared for with respect, courtesy, and compassion.
- Respect your religious, cultural, spiritual, personal beliefs, values, and preferences, provided that they do not conflict with Islamic principles.
- Respect your individuality and ensure the use of common courtesy in the manner you are addressed in by all healthcare providers.



## Participate with the treatment plan and care process:

- Be informed of the services provided at the hospital and the proposed healthcare plan, treatment, medication, procedure or surgery.
- Be introduced to your treating team which may include students and medical interns.
- Receive clear information on the medical team's professional background and qualifications when requested.
- Receive a regular update from your physician or healthcare provider on your condition in a language and manner that you can understand.
- Be engaged with discussions related to your health potentials, benefits and alternative treatment options.
- Be provided with clear information on any consent you are requested to sign prior to receiving the treatment or procedure.
- Request for a second opinion if you believe that this will aid in the decision making process that will be granted.
- Involve your family/support system in your care process as you see appropriate.

## Refusal of treatment:

- Be informed of your right to refuse treatment, however, to the extent that is permitted by laws and regulations.
- Be informed of the expected consequence and outcomes that may occur as a result of refusing treatment, however, you will continue to receive the required care in the hospital and provided with alternative options for treatment as appropriate.
- Be informed of the interventions required in the event of refusing treatment, in addition to the possibility for transfer internally or to an external facility to continue the treatment.

## Participate in research and clinical studies:

- Give consent or refuse to participate in the research prior to or during the research or study.
- Receive comprehensive information about the research process and gaining access to clinical research, investigation or clinical trials, in addition to the expected outcomes or consequences of the research.
- Be provided with clear information and consent on the use of visual recordings of your treatment or medical procedures at the hospital for research purposes.
- Ensure your right to quit or postpone your participation in the research without affecting your treatment plan.



## Complain and suggest:

- Voice or submit a complaint or suggestion without fear of reprisal if you are dissatisfied with any aspect of your care or an experience that was not resolved promptly.
- Be informed of the hospital's process for dealing with complaints or suggestions, and the expected outcomes.
- Expect that your complaint is handled within confidentiality limits and addressed within the time frame provided upon receiving the complaint.

## Child specific rights

In addition to the articles above, as a parent of a child patient at KAAUH you have the right to:

- Be informed of the medical team members who are responsible for your child's care.
- Respect your child's personal privacy and request to limit the number of persons visiting your child.
- Receive care in a child friendly environment, fully equipped and accessible for the child's special needs.
- Grant access to your child's medical record only to you or those persons to whom you will grant written authorization, or who are authorized by law.
- Have a clear policy and strict measures that protect your child from harm.
- Assign an appropriate companion as per the hospital's sitter rules and regulations.
- Be informed and fully updated of any changes in your child's health condition.



## Your responsibilities toward the hospital and the staff are:

- Maintain respect at all times towards the hospital personnel, other patients, their companions and visitors.
- Comply with all the safety and security measures which are implemented at the hospital premises.
- Comply with KAAUH's no violence policy.
- Adhere to the hospital's rules and regulations with regards to the following:
- You will be responsible for any valuables brought in to the hospital and left in the room or inside the safety box.
- Non-smoking policy.
- Visiting hours and sitters regulations.
- Parking areas.
- Limiting noise in patient care areas.
- Observing cleanliness and personal hygiene.
- Protecting hospital properties from damage or harm.
- Provide accurate and complete information about your medical status to facilitate health care.
- Actively participate in the care and treatment plan developed for them by the medical team and seek further information if they have identified any concerns or barriers affecting their ability to follow the proposed care plan or treatment.
- Accept responsibility for the consequences that may occur should they refuse treatment and medical care.
- Follow the scheduled appointments and notify the appropriate department and/or professional when unable to keep up with an appointment.
- Adhere to the planned discharge date after completing the treatment plan, and accept responsibility for the actions that might be taken if they refuse to leave the hospital.
- Accept responsibility for the actions that may be taken in the event of not adhering to the other hospital's rules and regulations.

 **Call us: 011-820-2133**

 **Vist Us : Patient Experiance office - Ground floor**

 **Send your notes/Suggestions : KAAUH-PXD@kaauh.edu.sa**