

- Ask questions when you do not understand what your doctor or other member of your health care team tell you about your diagnosis or treatment. You should inform your doctor if you anticipate problems in following prescribed treatment. Inform your doctor if you are considering alternative therapies.
- Ask your doctor or nurse what to expect regarding pain and pain management, and work with them to develop a pain management plan. You should tell your doctor or nurse about any worries you have about taking pain medication.
- Keep appointments, be on time for your appointments, and call as soon as possible if you cannot keep your appointments
- Leave valuables at home and bring only those items necessary during your hospital stay.
- Treat hospital staff, other patients and visitors with courtesy and respect at all times.
- To understand that there are pressures and limitations of resources on the health services and those working within it
- To show respect to the rights of other patients and patient relatives.

- Abide by all hospital rules and regulations.
- Comply with the NO SMOKING policy
- Comply with the visitor policies to insure the rights and comfort of all patients. Be considerate of noise levels, privacy, and safety, weapons are prohibited on premises.
- Provide complete and accurate information for insurance claims and work with the hospital billing officer to make payment arrangements.
- Know your health insurance coverage and related policies concerning required pre-approvals, covered services, admissions, and the hospital and doctors covered by your insurance provider.
- Pay your hospital in a timely manner.
- Ask questions of your insurance company or hospital billing departments if there is a financial issue that you do not understand.
- To participate to the best of your ability in making decisions about your medical treatment and to comply with the agreed upon plan of care.

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...perfecting healthcare

OXFORD HEALTHPLUS  
HOSPITALS'

Patients Rights  
&  
Responsibilities

- To make decision about your plan of care before and during treatment, when medically possible.
- To refuse a recommended treatment to the extent permitted by law, and to be informed of the medical consequences of your refusal.
- That you have right to leave the hospital against the advice of your doctor. if you choose to do so, the hospital and doctors will not be responsible for any medical consequences which may occur.
- That if you are asked to participate in a research study related to your illness you can declined to participate in or withdraw from that study at any time. your refusal to participate will not affect your hospital care.
- Within the confined of the law, all communications and records pertaining to your care will be treated as confidential. You have the right to review or obtain a copy of your medical record according to hospital policy, and to have the information explained as needed by a physician.
- To be able to make health care decision in advance.
- If you provide us with a copy of your advance directive, we will respect your wishes to the extent permitted by law and hospital policy.
- To be informed of care options when hospital care is not indicated. we will help to coordinate options as possible and as necessary.

## **YOUR RIGHTS**

*As a patient at Oxford HealthPlus Hospital, you can expect to receive:*

- Considerate, respectful, compassionate and empathic care regardless of your age, race, gender, religion, national origin, sexual orientation or physical or mental disability.
- Attention when you request help. with the understanding that other patients may have more urgent needs.
- To be addressed by your proper name.
- Care provided in a safe and conducive environment.
- Care provide by concerned staff committed to pain prevention and management.
- To be told the names of the doctors, nurses, and other health team members directly involved in your care.
- Information in terms you can understand about your diagnosis, treatment, and expected result to be provided by your attending physician.
- Information on the planed course of treatment, including an explanation about procedures.
- Information on the risks, benefits, and alternatives of your treatment.
- Information about pain and pain relief measures.
- Freedom from the use of seclusion or restraints in any form unless clinically required.

- To question the accuracy of your hospital and physician bills (If you are a Fee paying patient) You have the right to request summarized list of charges and to obtain information about those charges. You can expect to be Informed about any payments made to your bills.
- To have access to all information contained in your medical record through your primary consultant.
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- To expect reasonable continuity of care and to be informed by care giver of realistic patient care options when hospital care are no longer appropriate. You have the right to participate in this discharge planning process.
- You may forward complaints or grievances to the Patient Relations Officer.

## **YOUR RESPONSIBILITIES**

*As patient, you and/or your representative are expected to:*

- Provide complete and accurate information about full name, address, telephone numbers, date of birth, next of kin, insurance carrier, employer when necessary and your health, including present condition, past illnesses, hospitalizations, medications, natural products and vitamins, and any other matters that pertain to your health.
- Provide your doctor or the hospital with a copy of your advance directive if you have one and want it to apply during your admission.