



OXFORD HEALTHPLUS HOSPITALS

PATIENT RIGHTS AND RESPONSIBILITIES

A. PURPOSE

To ensure that the basic rights of a human being for expression, decision making, concern for dignity & human relationship are preserved for all patients at Oxford HealthPlus Hospitals' and help patients and their families to understand their responsibilities.

B. RESPONSIBILITY

- Board of Directors
- Patient and Clinical Services
- Customer Care Management
- Operations Management

C. SCOPE

- Hospital wide

D. POLICY

1. It is the policy of Oxford HealthPlus Hospitals' to protect, preserve and advance patient's rights for all those patients obtaining services from the hospital. Hospital Leadership works to protect patient rights by ensuring all relevant staff are educated on these rights and appreciate its importance.
2. It is the policy at Oxford HealthPlus Hospitals' that all local laws and regulations with regards to patient and family rights shall be complied with acknowledgment of, and respect to the cultural differences that exist within ethnic communities in Nigeria.

3. It is the policy at Oxford HealthPlus Hospitals' that the patient shall have the final say in the control and management of information about his / her care and treatment to other family members or others where the circumstances require.
4. It is the policy at Oxford HealthPlus Hospitals' that all staff shall be trained to be knowledgeable about patient rights and their role and responsibilities in protecting those rights.

F. PROCEDURE(S)

Patient and family rights are a fundamental element at Oxford HealthPlus Hospitals'. We shall take care that at all levels of care, all our staff members are well trained and aware about patient's rights and respond to patient and family rights issues when they interact with and care for patients throughout their stay to make it more comfortable and convenient for them.

1. Patient's Rights

- **Access to care:** No patient shall be denied admission due to race, color, religion, country / state origin, language or income status. All Admission staff at Oxford HealthPlus Hospitals' shall be trained on this Policy and visual and auditory Audits shall be taken to ensure compliance.
- **Respect and Dignity:** The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his personal dignity and worth.
- **Privacy and Confidentiality:**

At Oxford HealthPlus Hospitals', the patient has the right, within the law, to personal and informational privacy, as manifested by the right to:

- (i) Refuse to talk with or see anyone not officially connected with the hospital, including visitors; persons officially connected with the hospital but who are not directly involved in his/her care.
- (ii) Wear appropriate clothing and religious or other symbolic items, as long as they do not jeopardize safety or interfere with diagnostic procedures or treatment.
- (iii) Be interviewed and examined in surroundings designed to assure reasonable privacy. It is the patient's right to wish to have a chaperon to be present during physical examination, treatment, or procedure performed by a health professional; and the right not to remain disrobed any longer than is required

for accomplishing the medical purpose for which the patient was asked to disrobe.

- (iv) Expect that any discussion or consultation involving his / her care will not be conducted in public and that individuals not involved in direct care will not be present without permission of the patient.
- (v) Have his / her medical record read only by individuals directly involved in treatment or monitoring of quality, and by other individuals only on authorization by the patient or that of his / her legally authorized representative.
- (vi) Expect that all communications and other records pertaining to his care, including the source of payment for treatment, be treated as private and confidential.
- (vii) Expect that information given to concerned family members or significant other legally authorized person, be delivered in privacy and with due consideration of confidentiality at all times.

- **Personal safety and security:**

The patient has the right to expect reasonable safety in so far as the hospital practices and environment are concerned. To address the needs of patient, visitor and staff regarding safety and security, the hospital security personnel are present round the clock. Other safety and security measures include limited access to the facility, and the use of employee identification badges that are to be conspicuously displayed.

- **Identity:** The patient has the right to know the identity and professional status of individuals providing service to him / her and to know which Consultant is primarily responsible for his / her care.

- **Information and Education :** The patient has the right to obtain information from the Consultant responsible for coordinating his / her care, complete and current information concerning his / her diagnosis (to the degree known), treatment, nutritional requirements and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand.

- **Right to Information:**

Patient has the right to seek information about diseases, expected complications, mitigation strategies and prevention techniques.

Patient has the right to seek the required information in the language they understand and the hospital shall provide appropriate interpreter for the same.

The patient has the formal right of access to his / her medical records which will be provided as per existing policy and procedure.

Patient has the right to information on the expected cost of treatment. This information is communicated to the patient relative by the treating consultant. Patient is also informed about any additional cost (if any) to be incurred due to sudden change in the physical condition of the patient.

If the patient is a paying patient, the patient has the right to request and receive an itemized and detailed explanation of his / her finalized bill for services rendered in the hospital.

- **Communication:**

When the patient does not speak or understand the predominant language of the community, the hospital will make every effort to ensure that proper interpretation is done if it is possible to provide appropriate interpreter for the same.

- **Consent:**

The patient has the right to reasonably informed participation in decisions involving his / her care and treatment. The patient shall not be subjected to any procedure without his / her voluntary, competent, and informed consent, or that of his / her legally authorized representative. The patient may refuse or discontinue treatment, withhold resuscitative services, and forgo or withdraw life-sustaining treatments. When refusal of treatment by the patient or his / her legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.

Patient has the right to know who is responsible for performing the procedures or treatment. Patients are informed about the consequences of their decisions. Patients are informed about available care and treatment alternatives. The hospital guides health professionals on the ethical and legal considerations in carrying out patient wishes regarding treatment alternatives.

- **Consultation of Second Opinion:** The Patient, at his own request and expense has the right to consult any Consultant for a second opinion. Such a request needs to be submitted in writing to the Medical Director.

- **Transfer and continuity of care:**

A patient may not be transferred to another facility unless he / she have received a complete explanation of the need for a transfer and the alternatives for a transfer, and unless the transfer is acceptable to the other facility. The patient has the right to be informed by the responsible treating doctor or his / her designee of any continuing health care requirements following discharge from hospital.

- **Pain management:** Pain management is a major discipline in our hospital, participating staff's mission is to ensure pain management for both inpatients and outpatients (refer to pain management policy).
- **Ethics of organ donation:** The procurement process is a complex series of events that involves medical professionals at all levels. There is no monetary exchange whatsoever, involved in the process (Ref. Policy for organ donation)
- **Refusal of Treatment:** The patient has the right to refuse any or all the treatment services offered. The treating doctor shall explain all the available options. When refusal of treatment by the patient or his / her legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the subsequences of refusal shall be explained and the transaction shall be documented. The refusal of treatment is documented in the patient's medical records. Patient is responsible for the consequences if they refuse the prescribed treatment or do not follow their physician's instructions.
- **Care at the end of life :** Patient who are having end stage diseases, such cases are indicated for symptomatic management
- **Spiritual & cultural Needs.** Special care is taken for Spiritual & cultural need, we have a prayer room where the services are provided and the dietary preferences are adhered to as far as possible.
- **Patient's Valuables should be protected:** Patients are provided with a safe where they can keep their valuables & the keys are handed over to the patient's family to operate, they are responsible of all the valuables they carry.
- **Hospital rules and regulations:** The patient shall be informed of the hospital rules and regulations applicable to his / her conduct as a patient.
- **Complaint process** (See policy on handling of complaints #): The patient has the right to file a complaint regarding services and is entitled to information regarding the hospital's mechanism for the initiation, review and resolution of such complaints.

- **Care of Vulnerable patient:** All patient above age 60, children below 12, physically & mentally challenged, pregnant women are identified as vulnerable patient who are provided with care according to the individual needs.

2. Patient Responsibilities

- Provide accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.
- Provide complete and accurate information including full name and other information.
- To ask questions when he / she does not understand what the doctor or other member of the health care team tells them about the diagnosis or treatment. He / she should also inform the doctor if he or she anticipates problems in following prescribed treatment or is considering alternative therapies.
- Follow the treatment plan recommended by those responsible for their care.
- Take responsibility for their actions if they refuse treatment or do not follow the healthcare team's instructions.
- See that their bills are paid as promptly as possible; following hospital rules and regulations.
- Be considerate of the rights of other patients and hospital personnel.
- Seeking information wherever / whenever necessary, and in the event they have questions, asking them.
- Take medications as advised.
- Keep appointments to see the doctor.
- Treat staff with respect.
- Comply with the Hospitals no smoking policy.
- Abide by the Hospital rules and regulations at all times.
- Provide complete and accurate information for Insurance claims and work with the hospital and physician billing offices to make payment arrangements.
- To accept, where applicable, adaptation to the environment to ensure a safe and secure stays in the hospital.
- To accept the measures taken by the Hospital to ensure personal privacy and confidentiality of medical records.

2. Patient and Family Education

- Information about patient rights and responsibilities is provided in writing to each patient in the form of a patient booklet.
- The statement of patient rights and responsibilities is posted and is available from staff at all times.
- All Staff are trained to educate patients and families of their rights and responsibilities