

- Refuse any medical procedure where the benefits/ risks have not been explained to you and you do not understand and agree to it.
- Have the doctor include you in the sharing of information about your care.
- Get from and are encouraged to ask for relevant, up-to-date information about your diagnosis, treatment and prognosis in terms you can reasonably be expected to understand.

Cost of Care

- If you have an insurance plan(s) you have the right to ask what percentage of your hospital bill is covered.
- You have the right to obtain you total bill for care.
- You have the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, have the charges explained.

Privacy & Confidentiality

You have the right to:

- Every consideration of privacy. Both personal and information privacy
- Refuse to discuss your care with people not directly involved with your care
- Have the curtains around your bed closed during physical examinations

- Prompt and reasonable answers to your questions and requests
- Ask for and be informed of any necessary information in a clear and concise manner to help you make treatment decisions.
- Case discussion, consultation, examination and treatment should be conducted so as to protect your privacy.

PATIENT RESPONSIBILITIES

WE EXPECT PATIENTS, PARENTS AND/ OR GUARDIANS TO:

- Provide to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Cooperate with all staff
- Ask questions if directions and explanations are unclear
- Report unexpected changes in your condition to your health care provider.
- Inform your health care provider that you understand a suggested course of action and what is expected of you.
- Follow the treatment plan recommended by your health care provider.
- Keep appointments and, when you are unable to do so for any reason, to notify the health care provider or health care facility.
- Be responsible for the payment of all costs related to your medical care

PUBLIC HOSPITALS AUTHORITY



Patient Rights & Responsibilities



PATIENT RIGHTS & RESPONSIBILITIES

The healthcare facilities of the Public Hospitals Authority support Patient Rights & Responsibilities that are recognized as applying to all patients, their parents and/or guardians.

Observance of Patient Rights & Responsibilities will contribute to more effective patient care and greater satisfaction for the patient, his/her physician and the hospitals' organizations.

PHA Hospitals have a duty to:

- Provide understanding and respect for the rights & responsibilities of patients, their families, doctors and other caregivers.
- Respect the role of the patient in decision making about treatment choices and other care.
- Be aware of cultural, racial, language, religious, age, gender and other considerations including the needs of persons with disabilities

If you have a concern or complaint, you or your family member can contact or write to the person in charge of the department, your physician, a patient relations officer, or the Risk Manager for the hospital:

Princess Margaret Hospital

MAIL: PO BOX N-3029 Nassau Bahamas

Phone: Patient Relations – 322-2861 ext 3118/9

Sandilands Rehabilitation Centre

Mail: P. O. Box FH 14383

Phone: Patient relations – 364 9618

Risk Manager – 364 9600 ext 4001

Rand Memorial Hospital

Mail: P. O. Box F 40071

Phone: Patient Relations 242 352 6735 ext 2069

- A patient complaint will in no way affect the quality of care given the patient.
- A list of patient rights & responsibilities will be posted within the hospitals where patients can see and read them. All staff will be educated about patient rights and responsibilities.

Respect, Dignity & Consideration

Our Patients Have the Right to:

- Fair, considerate and respectful medical CARE AT ALL TIMES, regardless of your race, birth place, religion or disability.
- Be respected as a person and to have your feelings and beliefs taken into consideration.
- Use traditions and religious beliefs that do not harm the well-being of others or interfere with the doctor's regime while under his/her care.
- Know what patient support services are available.
- your caregivers to respect your role in decision making about treatment choices and other care the hospitals provides.

Access to Medical Care

You have a right to:

- Good quality care and high professional standards that are continually maintained and reviewed.
- Be advised of other available healthcare facilities if one of our hospitals cannot meet your request or need for care.
- Know who is providing medical services and who is responsible for your care.
- Refuse any treatment except as otherwise ordered by the courts.
- You (or person designated by you in writing) upon request, access to all information contained in your medical records, except when restricted by law.
- Your medical records not being made available to anyone else, unless you or the person authorized by you has given written permission.

Clear Communication About Care

You have a right to:

- Prompt response to questions and requests
- Voice complaints regarding the care received and to have those complaints reviewed and resolved.
- Have the physician obtain the necessary consent prior to the start of any procedure, treatment or both, except for emergencies.