

Patients' Rights:

Doctors Hospital (Bahamas) Limited and its Board of Directors support the following Patient's Rights which includes but are not limited to:

- Patients have the right to be treated with respect and dignity, regardless of race, gender, and creed or cultural, economic, educational or religious background.
- Patients have the right to expect privacy and confidentiality of information.
- Patients have the right to care that is provided in a safe environment.
- Patients have the right to know what rules and regulations apply to their conduct.
- Patients have the right to be given information concerning the diagnosis, prognosis, planned course of treatment, benefits, risks and alternatives.
- Patients have the right to participate in all aspects of care, including the right to refuse care and to discontinue treatment.
- Patients have the right to appropriate assessment and management of pain and to be involved in decisions about managing pain.
- Patients have the right to participate in decisions about care at the end of life with appropriate attention to their physical, psychosocial, spiritual and cultural needs.
- Patients have the right to know if medical treatment is for a clinical trial and give informed consent or refusal to participate in experimental research.
- Patients have the right to information about accessing protective services if they feel they are in physical danger from family or acquaintances.
- Patients have the right to receive, upon request, and prior to treatment, a reasonable estimate of charges for medical care.
- Patients have the right to receive, upon request, a copy of a reasonably clear and understandable itemized bill and to have the charges explained.
- Patients have the right to receive a complete explanation about the need for transfer to another facility (transfer must be acceptable to the other facility)
- Patients have the right to be informed by a healthcare provider of continuing healthcare requirements after discharge.
- Patients have the right to information regarding organ and tissue donation.
- Patients have the right to express a complaint or grievance regarding the quality of care or any violation of their rights. Contact the Hospital's Patient Relations Officer and/or Nurse Supervisor through the Hospital's operator by dialing '0'.
- Patients have the right to have their possessions protected from theft or loss and safeguarding once the organization assumes responsibility.
- Patients have the right to protection from physical assault by visitors, patients and Associates.
- Patients have the right to access information contained in his/her medical record within a reasonable time frame (usually within 3-4 working days with consideration given to emergencies.)
- Children/adolescents have the right to provision for the normal physical and physiological needs of a growing child which include nutrition, rest, sleep, warmth, activity and freedom to move and explore.
- Children/adolescents have the right to minimizations of hospital stay duration, by recognizing discharge planning needs.
- Children/adolescents have the right to provision for self-esteem needs, which will be met by attempts to give the child:
 - The reassuring presence of a caring person, especially a parent/guardian.
 - Freedom to express feelings or fears with appropriate reactions.
 - As much control as possible, over both self and situation.
 - Opportunities to work through experiences before and after they occur, verbally, in play or in other appropriate ways.
 - Recognition and reward for coping well during difficult situations.

Patients' Responsibilities:

The care a Patient receives depends partially on the Patient. Therefore, in addition to rights, a Patient has certain responsibilities which shall be presented to the patient in the spirit of mutual trust and respect.

- The Patient is responsible for providing accurate and complete information about present physical complaints, past illnesses, hospitalizations, medications and other matters relating to their health.
- The Patient is responsible for following through on the agreed plan of care.
- The Patient is responsible for reporting unexpected changes in their condition to their doctors and nurses.
- The Patient is responsible for showing Doctors Hospital staff, other patients and visitors respect while on Doctors Hospital property. Abusive, threatening, or inappropriate behavior will not be tolerated.
- The Patient is responsible for reporting their pain and working with the staff to manage pain.
- The Patient is responsible for seeking clarification when necessary; to fully understand your health problems and the proposed plan of care.
- The Patient is responsible for their actions and outcome if they refuse treatment or do not follow the healthcare provider's instructions.
- The Patient is responsible for being respectful of the property of other people and the Hospital.
- The Patient is responsible for keeping an appointment and, when unable to do so for any reason, notifying their healthcare provider or doctor's office.
- The Patient is responsible for safeguarding their belongings [valuables should be sent home or to the Security Office for safe-keeping].
- The Patient is responsible for providing information for insurance claims, and working with the Hospital to make payment arrangements when necessary.
- The parents/family of minor Patients are* responsible for:
 - Continuing their parenting role to the extent of their ability.
 - Being available to participate in decision-making and providing staff with knowledge of parents/family whereabouts.

**The family consists of those individuals responsible for physical and emotional care of the child on a continuous basis, regardless of whether they are related.*

Policy:

Doctors Hospital (Bahamas) Limited supports the Patients' Rights and Responsibilities: which applies to all adult and pediatric patients, their parents and/or guardians. A patient has the right to prompt and reasonable response to questions and requests. Any patient, parent or guardian who feels the patient is not being treated properly has the right, without recrimination, to voice complaints regarding the care received and to have the complaints reviewed and resolved. A patient complaint will in no way affect the quality of care given the patient.

Procedure:

- Patient Rights and Responsibilities are posted throughout the Hospital.
- Patients have a right to receive a written statement of his or her Rights and Responsibilities.
- Associates are made aware of the Patient Rights and Responsibilities during Hospital orientation and receive a copy of the Patients' Rights and Responsibilities at that time.
- Patients have the right to express a complaint or grievance regarding the quality of care or any violation of their rights. Contact the Hospital's Patient Relations Officer and/or Nurse Supervisor through the Hospital's operator by dialing '0'.