

## Citizen Charter

### Patient's Rights and Responsibilities

#### **Rights of Patients:**

- Right to be treated with due respect, dignity and individual values.
- Patients have the responsibility in decision making about their care and provide written informed consent
- Right to be protected from negligence and physical abuse.
- Right to refuse treatment or withdraw from treatment at any point of time.
- Right to confidentiality of personal data and privacy during examination, procedures and treatment.
- Right to know the estimated costs of proposed treatment.
- Have the access to information in the Medical Record in the form of a Medical Report / Discharge Summary.
- Patients can feel free to express their concerns and grievances with the Medical Superintendents Office. (Ph. : 044-47411031).
- Can be represented by a family member eligible to all the above rights, if the patient is not in a position to make decisions.

#### **Responsibilities of Patients:**

- To give the exact and complete information about their health and disease condition.
- To cooperate with the treating physician in all aspects of treatment.
- Are solely responsible for the outcomes if they refuse treatment.
- To safely preserve all the records of their prior illness.
- Are responsible for the safety of their valuables and possessions.
- Have to oblige to the rules and regulations of the hospital including the "No-tobacco No-Alcohol Policy".
- Have to keep the campus green, clean and avoid noise.
- Do not damage the property of CHRI and avoid misuse.
- Have to pay for services and pay bills in time as per Institute's policy.
- Feedbacks are welcome.
- Give due respect to all health care personnel.