

Citizen Charter

Patient's Rights and Responsibilities

Rights of Patients:

- Be treated with dignity, respect, consideration of their individual values and belief and privacy during examination, procedures and treatment.
- Be protected from physical abuse or neglect.
- Refuse treatment.
- Confidentiality of all records and communications, to the extent provided by law.
- Participate in decisions about their care and provide informed consent.
- Be informed of the estimated costs of proposed treatment.
- Access to information contained in the Medical Record in the form of a Medical Report / Discharge Summary.
- Voice their concerns and complaints with the Patient Advocacy Cell of the Medical Superintendents Office. (Ph.: 0416-2282626).
- Have the appropriate family member eligible to all the above rights, in case the patient is unable to meaningfully participate in his / her care.

Responsibilities of Patients:

- Provide accurate and complete information about their health condition.
- Follow the treatment plan recommended by the treating Doctor.
- Accept responsibility for their actions if they refuse treatment.
- Preserve and produce all the records of their illness.
- Accept responsibility for the safekeeping of their valuables and possessions.
- Abide by the rules and regulations of the hospital including the "No-tobacco Campus Policy".
- Be considerate of the rights of other patients and CMC personnel by assisting with the control of noise, cleanliness and number of visitors.
- Respect the property of others and that of CMC.
- Provide honest information concerning their ability to pay for services and pay bills in time if they have agreed to do so.
- Provide useful feedback about services and policies.
- Treat all healthcare workers with respect.
- Abide by all applicable National, State and Local laws.