

patient rights and responsibilities

As our patient in Life Healthcare, you have fundamental rights which are encapsulated in the following key points:

Patient Rights



You have the right to

- Complete confidentiality
- Access your medical records
- Be involved in all treatment decisions and/or request another opinion



You have the right to

- Caring, empathetic and courteous hospital staff
- Receive accurate health education about your diagnosis and treatment in a manner that you can understand
- Enter into discussion with your treating team about end of life wishes



You have the right to

- Be treated in a safe, clean and organised facility
- Receive a timely response to your request for service
- Have your pain treated



You have the right to

- Be made aware of the guidelines of our facilities
- Know the names of our hospital staff
- Be kept updated with all costs related to your condition



You have the right to

- Be provided with all relevant and appropriate information prior to providing consent
- Refuse any treatment and / or leave the hospital against medical advice
- Be provided with a quotation should you be a private patient



You have the right to

- Sensitivity regarding your physical, emotional and psychological needs
- Have your cultural and spiritual values and beliefs respected – provided it is in your best interest medically
- The respect of your personal privacy and dignity without prejudice



You have the right to

- Make your complaints known to the staff and management of Life Healthcare
- Complain without recrimination
- Take your complaint to an external governing body should we not resolve it to your satisfaction

In order for us to provide you with the best possible care and outcome, you as a patient, play an important role too:

Patient Responsibilities



Provision of Pertinent Information

You have a responsibility to

- Provide us with accurate information about all aspects of your health
- Notify us of any change in your condition or symptoms, including pain



Ask Questions

You have a responsibility to

- Ask questions if you don't understand the information provided
- Communicate your concerns to an employee as soon as possible



Following Recommendations and Guidelines

You have a responsibility to

- Follow the hospital's guidelines
- Follow the care recommendations provided by your treating team
- Be present and available in the ward for treatment and doctor visits



Financial Obligations

You have a responsibility to

- Obtain authorisation from your medical aid prior to admission
- Settle your hospital account promptly



Respect and Consideration

You have a responsibility to

- Respect and co-operate with medical staff
- Respect and preserve the dignity and privacy of other patients as well as their property
- Respect the hospital environment by preventing unnecessary disturbance
- Recognise the effects of your lifestyle on your health

We appreciate your feedback



Speak to us: You are welcome to discuss any requests or concerns with members of the hospital management team



Respond to our survey: As a valued patient you will receive an email or sms survey after you are discharged from our hospital



Email us: Customer.service@lifehealthcare.co.za



Use the web: www.lifehealthcare.co.za – follow the prompts from *contact us*

Call us: 368 5765 or 368 5766



External
Governing Bodies

Hospital Complaints:
Ministry of Health
Director Health Services
Botswana Health Professions
Council