

# 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 cost estimate 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

## 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

- Recognise the effects of your lifestyle on your health
- Respect and co-operate with medical staff and preserve the dignity of our staff in line with our zero tolerance policy to any form of harassment in the workplace
- Respect and preserve the dignity, privacy and property of other patients
- Respect the hospital environment by preventing unnecessary disturbance
- Comply with the relevant privacy laws and internal privacy protocols which strictly prohibit the unauthorised filming, photographing or recording of any activities, individuals or documents in our facilities

## We appreciate your feedback

As a patient, family member, friend or visitor to our facility – you can share feedback through the following channels:



**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](mailto:Customer.service@lifehealthcare.co.za)



**Use the web:** [www.lifehealthcare.co.za](http://www.lifehealthcare.co.za) – follow the prompts from *contact us*

**Call us:** 011 219 9111



### External Governing Bodies

**Hospital Complaints:**  
Department of Health – Office of Health Standards Compliance