

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

You have the responsibility to



Provision of Pertinent Information

- 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

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

Following Recommendations and Guidelines

- 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

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

Respect and Consideration

- 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
- 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
- **Use the web:** www.lifehealthcare.co.za — follow the prompts from *contact us*
- **Email us:**
Customer.service@lifehealthcare.co.za
- **Call us:** 011 219 9111
- **Respond to our survey:** As a valued patient you will receive an email or sms survey after you are discharged from our hospital

External governing bodies

Hospital complaints:

Department of Health —
Office of Health Standards Compliance