

Patient and Family Rights and Responsibilities

All patients have the right to:

- Receive comprehensive medical care aimed at reaching a proper medical diagnosis and treatment for your illness.
- Give written general consent in any treatment decision & an informed consent for any procedure
- Refuse treatment and be informed of the consequences thereof and documented on the refusal of treatment form.
- Know the name and professional status of your care providers
- Refuse examination or follow up treatment by any person not directly responsible for your care.
- Receive a satisfactory explanation and comprehensive information in a simple understandable manner
- Participate in care decision making, obtain a second opinion, refuse treatment or medications.
- Receive appropriate impartial care and respect of your privacy, your personal values and beliefs from all staff
- Know what rules and regulations apply to your own conduct and care
- Have an interpreter if language is a barrier to understand details of your care
- Be involved in your discharge plan and receive information about the therapeutic plan and follow-up care.
- Obtain a copy of the clinical summary, medical test results and bill upon request.
- Request religious support at own discretion as long as it does not interfere with other patients or regular clinic functioning.
- Express concerns and suggestions and receive feedback
- Receive appropriate assessment and management of pain.

All patients have the responsibility to:

- Bring your identification documents & health insurance card (when applicable)
- Follow rules and regulations of Prime Medical Center and observe safety regulations, including, but not limited to non-smoking.
- Respect the priority given to emergency cases.
- Avoid interference with the treatment of other patients.
- Provide complete and accurate information about present complaints, past medical history as well as known drug allergies.
- Follow the treating doctor's instructions.
- Take responsibility for refusing or not following the treatment plan after being informed about the potential consequences of this decision
- Verbalize your understanding of instructions or planned course of action for your treatment given by clinical staff
- Provide accurate information concerning your method of payment, and ability to pay any extra charges not covered by your medical insurance.
- To keep appointments on time and inform our call center in case of cancellation.
- Restrict from taking photographs or videos inside procedure / treatment rooms.

- Avoid bringing valuable personal belongings to the medical center
- For safety and security considerations of patients, staff & Medical Center property, all public area are monitored by CCTV.
- Prime Medical Center will not be held responsible for loss of/damage to your property.