

Patient Rights

- 1) To know the mission statement of the Yas healthcare and type of services provided.
- 2) To be treated with dignity and respect, consistent with professional standards for all patients regardless of race, sex, nationality, religion, language, culture, disability, manner of payment or any other factor.
- 3) To receive emergency medical care and treatment easily and quickly regardless of whether you hold insurance card or not.
- 4) To be referred to a specialist/consultant for special care when there is a clinical need.
- 5) To receive complete, accurate and easily understood information regarding the diagnosis, planned care, management and treatment options of the medical condition.
- 6) To have access to their medical record and medical information.
- 7) To seek a second opinion or to have their care transferred to another physician if they are not satisfied with the care or opinion provided.
- 8) To have privacy for both person and information.
- 9) To give general consent for treatment and have the general scope and limits of this consent fully explained.
- 10) To receive verbal and written information about any proposed treatment and to be informed if there are any alternatives available.
- 11) To have all your information kept confidential and protected from loss or misuse.
- 12) To be provided assistance in difficulties of comprehension such as language barrier where translator will be offered.
- 13) To receive information on how to make a complaint to the healthcare facility if unhappy about the lack of access to your rights, medical examination or treatment, behavior of the staff or healthcare facility safety standards.
- 14) To be protected from physical assault and protect patients possessions from theft or loss during their visit/ stay in the health care facility.
- 15) To have appropriate protection if they are children, disabled, elderly or vulnerable.
- 16) To have adequate assessment and management of pain and respectful and compassionate care at the end of their life.
- 17) To refuse or discontinue treatment against the doctor's advice, to the extent permitted by law, after signing a form to request discharge against medical advice following an explanation of the consequences of such decision.
- 18) To be involved in any decision making about your treatment and care.