

You are responsible for:

- Providing the name of a person who can act on your behalf
- Making sure that person knows and understands your wishes

Billing

You have the right to:

- Receive a bill and an explanation of the fee for any service provided regardless of the source of payment

You are responsible for:

- Paying all dues in a timely manner as per the hospital policy

If you have any questions/concerns about your rights and responsibilities which you need to discuss privately, please contact Client Relations Office or Duty Manager who can direct you as necessary to:-

- Hospital Counselling Department
- Religious leader
- Ethics Committee
- Chief of Staff and/or Chief Nursing Officer

Hospital's mechanism to receive and respond to complaints.

We value you as clients and your feedback is important because it enables us to identify areas for improvement in our quest to provide quality care.

Whenever you have concerns, you may choose to make a complaint to the management in writing, by email, by calls to the Client Relations Office or through the suggestion boxes. For more details, please contact the Hospital Management as follows:

Tel: +254 20 366 2018
Mobile: +254 735 984 786
Email: client.relations@aku.edu or akuh.nairobi@aku.edu

In addition you have the right to contact the Joint Commission International to report concerns about patient safety and quality of care.

JCIA: www.jointcommissioninternational.org



The only Hospital in East Africa Accredited by Joint Commission International, USA



The Aga Khan University Hospital

Patient Rights and Responsibilities



For more information please contact

Client Relations Office
Tel: +254 20 366 2018
Mobile: +254 (0) 735 984 786
Email: client.relations@aku.edu or
akuh.nairobi@aku.edu

Welcome to Aga Khan University Hospital, Nairobi. We are an academic medical centre committed to providing quality health care to all our patients. This care is provided regardless of gender, race, religion, and cultural beliefs. Your wellness and health care are our top priority.

We invite you and your family, as partners in your care and decisions, to know and understand your rights as well as your responsibilities. We welcome your involvement and wish you a speedy recovery.

Quality Care

You have the right to:

- Receive the best possible and safest health care available at Aga Khan University Hospital
- A safe, smoke free environment, with safe equipment and the best comfort we can provide

You are responsible for:

- Being an active, involved and informed member of the health care team
- Safeguarding any personal valuables you choose to bring with you
- Cooperating with staff in carrying out your assessment, investigations and treatment procedures
- Not smoking on the hospital compound
- Exercising care and caution in using hospital facilities and equipment

Dignity and Respect

You have the right to:

- Be treated with dignity, respect and consideration
- In case of any form of abuse, the hospital has the right and the responsibility to inform the relevant Kenyan Government agency/Non-governmental organisation

You are responsible for:

- Treating all staff and other patients with dignity, respect and consideration
- Refraining from the use of abusive language and violent or disruptive behaviour
- Abiding by all hospital rules, safety regulations (e.g. Hand hygiene), and being mindful of noise levels, privacy and number of visitors as the hospital policy stipulates

- Ensuring you alert your caregivers of any meals or drinks brought from outside the hospital which you may have consumed or that may require preservation Please note that we provide a variety of meals tailored for your diet restrictions or otherwise and therefore we discourage patients from consuming/preserving any meals from outside the hospital.

Information

You have the right to:

- Ask questions and receive information about your health care in a language and in terms you can understand
- Be identified by your full names and medical records number (at the minimum) other identifiers include Date of Birth, etc.
- To know the names, positions, titles and professional relationships of your health care team
- Share your views, observations and concerns
- Receive copies of your health records in line with hospital policy
- Assessment of your learning needs and education about your disease process
- Receive timely feedback
- Give a compliment, suggestion or lodge a complaint via our suggestion box, email to client.relations@aku.edu or call extension 2018/2804

You and/or your family are responsible for:

- Giving your caregivers clear and accurate information about your health, including your previous medical history
- Asking questions until you feel you have all the information you need to make informed health care decisions
- Wearing hospital identification at all times

Privacy

You have the right to:

- Confidentiality. For your on-going care, your health information is shared among the health care team. With your consent, information can also be shared with others in line with our hospital policy
- As much privacy as we can provide

You are responsible for:

- Respecting the privacy and confidentiality of others, including patients, families, visitors and staff

Health Care

You have the right to:

- Know and understand the risks and benefits of any investigation, medicine, treatment or decision about your health care
- Refuse any investigation, medicine or treatment, subject to the well-being of a minor or incapacitated person. We will advise you of the consequences
- Any doctor of your choice with admitting privileges at AKUH and/or a second opinion from another

AKUH credentialed physician

- In case you refuse to participate in any research program, your decision will not affect the quality of care you receive
- Be involved in planning for your discharge from hospital
- Leave the hospital against the advice of your physician in line with hospital policy

You have the right and the responsibility to:

- Provide the hospital or your doctor with a copy of your 'Advance directive' if you have one and timely provision and revision of the same

You are responsible for:

- Giving your consent to treatment
- Any medical consequences of refusing prescribed treatment
- Following the treatment plan as agreed to with your physician or health care team
- Notifying your physician or health care team of any changes in your health
- Keeping or cancelling appointments scheduled with your doctor

Substitute Decision Maker

You have the right to:

- Appoint someone to act on your behalf if you cannot make your own health care decisions. This is done within the context of the existing law in Kenya
- As a minor, depending on your age, health status and competency, contribute to decisions affecting your health