



The Aga Khan University Hospital

Patient Rights and Responsibilities

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 most 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 cases 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, and being mindful of noise levels, privacy and number of visitors

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 called by your name and 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 record in line with hospital policy
- Assessment of your learning needs and education about your disease process
- Receive timely feedback
- Lodge a compliment, suggestion or complaint via our suggestion box of email client.relations@aku.edu

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 ongoing 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 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 AKUHN and/or a second opinion from another AKUHN credentialed physician
- Refuse participation 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

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 existing law in Kenya
- As a minor, depending on your age, health status and competency, to contribute to decisions affecting your health

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 according to hospital policy

Hospital mechanism to receive and respond to complaints

Your feedback is important to us. 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 in writing, by email, by calling the Client Relations Office or through the suggestion boxes.

For more details, please contact:

Tel: +254 020 366 2018/2804

Mobile: +254 (0)735 984 786

Duty Manager Mobile: +254 (0)735 339 223

Email: client.relations@aku.edu or akuh.nairobi@aku.edu

You have a right to contact the Hospital Management and the right to contact the Joint Commission International to report concerns about patient safety and quality of care.

JCIA: www.jointcommissioninternational.org