

PATIENT RIGHTS AND RESPONSIBILITIES

The Aga Khan University Hospital (AKUH) is committed to providing high quality, patient centred care to all patients. We recognise that each patient has unique healthcare needs and we encourage a partnership between the patient and the healthcare team. We invite patients or their representatives to participate in discussions and decisions about their treatment, options, alternatives, risks and benefits.

We seek to ensure that each patient entrusted to our care is treated with dignity, respect and compassion.

The following is a summary of the rights and responsibilities that we believe serve as a foundation for a good relationship between patients, their representatives and the Hospital staff.

PATIENT RIGHTS

- 1. Respect and Dignity:** You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity, diversity and religious or other spiritual preferences.
- 2. Accessibility to Care:** You have the right to receive the best possible care available, regardless of age, gender, nationality, faith, ethnic or socio-economic background. You may ask for a second medical opinion, which in most cases will be provided by one of our Hospital physicians. A request for consultation from an external physician will be considered with the concurrence and approval of the treating physician and our Chief Medical Officer. You may also request for a different primary healthcare provider. The Service Line Chief can facilitate you depending on the availability.
You have the right to know what patient support services are offered at the Hospital.
- 3. Financial Guidance:** You have the right to know about the financial cost of your planned treatment. The cost provided is an estimate and may change over the course of your treatment. If you require, you will be provided with proper guidance in seeking financial assistance. Financial assistance is subject to patient eligibility as outlined in the institutional welfare policy.
- 4. Patient Care Information:** You have the right to be provided with knowledge about your condition and treatment, including the precautions that should be taken. If you are a patient admitted to the Hospital, you will be provided with a discharge summary and if required, a clinical summary.
- 5. Privacy and Confidentiality:** You have the right to be provided care with full recognition of your individual need for privacy. Your health information will remain confidential and protected. Any disclosure of information will only be made if required by a competent authority and pursuant to the Hospital's policy.
- 6. Patient Involvement and Consent:** You have the right to reasonable and informed participation in decisions involving your healthcare. To the extent possible, this will be based on a clear and concise explanation of your condition and planned procedures. This includes potential benefits, any risk of serious side effects or death, problems related to recuperation, probability of success and if alternative care or treatment exists. Before undergoing any procedure, you or your representative will be required to provide an informed consent.
If at any time you are unable to represent yourself, your representative may speak on your behalf. The Hospital will follow the established policy within the framework of the applicable law when persons other than you grant consent.
You have the right to know which healthcare professional is responsible for authorising and performing the procedures or treatments you are undergoing.
- 7. Participation in Clinical Research:** The Ethical Review Committee of the Aga Khan University approves all clinical research and your participation in clinical trials or other clinical research is voluntary. You have the right to withdraw participation at any time during the process. Your refusal will not affect the quality of care provided to you. An informed consent will be required from you or your representative for you to be enrolled in clinical research. This should include an explanation of the benefits, risks or side effects of participating in the research.
- 8. Refusal of Treatment:** You have the right to refuse treatment and to seek discharge. We will advise you or your representative regarding the medical consequences of such a decision. The Hospital cannot be held responsible and/or liable for any consequences, whether legal or otherwise, resulting from such a decision made by you or your representative.
- 9. Ethical Concerns:** The Hospital Ethics Committee is available to you or your representative in case of ethical concerns regarding the treatment and care being provided to you.
- 10. Pain Management:** You have the right to appropriate assessment and management of your pain, measures to relieve pain and to participate in pain management decisions. You may request or reject

the use of any or all modalities to relieve pain. Ultimately, you are responsible for mutually agreeing with your physician regarding pain management.

- 11. Communication:** All efforts will be made to arrange for an interpreter if you do not speak English or Urdu, or for a facilitator for patients with hearing, speech, visual or cognitive impairments, if these services are required.
You have the right to a prompt and reasonable response to your questions and requests.
- 12. Attendants and Visitors:** If you are an admitted patient, you are allowed to have one attendant stay with you. Other people may visit you during visiting hours; however, depending on the ward you are in, there are restrictions on the number of persons visiting at one time.

PATIENT RESPONSIBILITIES

- 1. Provision of Information:** You are responsible for providing complete, correct and accurate information to your healthcare providers for your medical treatment. You must inform your medical team of any changes in your condition and acknowledge that you understand your treatment plan.
- 2. Rules and Regulations:** You are responsible for abiding by all Hospital rules and regulations including, but not limited to, admission, treatment, discharge, safety and privacy. You must exercise care and caution in using Hospital facilities and equipment, and be considerate towards the rights of other patients and of Hospital staff.
Please respect that the Hospital allows only one attendant per patient.
Please respect that smoking is not allowed anywhere on the Hospital premises.
Please respect that weapons are not allowed anywhere on the Hospital premises.
Please respect that you, your attendant or your visitors are not allowed to record audio or film, or take photographs anywhere on the Hospital premises without proper prior written permission from the Hospital CEO's office.
- 3. Behaviour and Conduct:** You are responsible for maintaining respectful and professional behaviour when interacting and communicating with our medical and non-medical staff under all circumstances.
You are responsible for cooperating with the physicians, nurses, and all other Hospital staff and students in carrying out your assessments, investigations and treatment procedures. You are responsible for complying with all discharge instructions and keeping your follow-up appointments.
You are responsible for refraining from the use of violent or aggressive or disruptive or abusive language or behaviour towards the Hospital staff or other patients, attendants or visitors. Our 'Zero Tolerance to Aggression' policy clearly states that the Hospital will not tolerate any form of aggression towards our staff or others at the Hospital. In case of any concern, you are requested to bring the matter directly to the physician, nurse, supervisor, service coordinator or manager assigned to your care.
You are responsible for understanding that in case of misbehaviour by you, your attendant or visitors, the Hospital reserves the right of admission, the right to refuse treatment and the right to take further action.
- 4. Hospital Services and Fees:** You are responsible for seeking information and explanation regarding Hospital services, fees, costs, expenses and charges, and for ensuring payment of Hospital bills in full and in a timely manner.
- 5. Safety and Security:** You are responsible for ensuring the safety and security of any personal belongings you bring to the Hospital. This includes, but is not limited to, cash, valuables or personal items; cell phones, eyeglasses, hearing aids, dentures, canes, prostheses, wheelchairs and other easily misplaced items. The Hospital cannot be held responsible for loss of any items.
You, your attendant and your visitors are responsible for maintaining cleanliness and should not bring any food items from outside the Hospital.
- 6. Patient Experience:** You are responsible for sharing your concerns, appreciations and suggestions directly with the physician, nurse, supervisor, service coordinator or manager assigned to your care. You may share formal feedback by sending an email to patient.feedback@aku.edu or on our website <https://hospitals.aku.edu/pakistan> or by completing the feedback form available at all reception counters. You may personally visit our Patient Experience office located at the Main Hospital. The Patient Experience team reviews and responds back to every complaint received.
In case you are dissatisfied with the outcome of the review conducted by the Patient Experience team, you may request an independent investigation by the Hospital.