

Shroff
eye

Patient Rights

Patient Rights, Responsibilities and Healthcare Choices

In keeping with Shroff Eye's mission, philosophy, values and commitment to the delivery of quality health care, Shroff Eye recognizes, protects and promotes the following rights for each patient -

As a SHROFF EYE patient, you have the right to:

- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care, including being informed of your health status, being involved in your care planning and treatment, and being able to request or refuse treatment
- Receive a reasonable response to requests for treatment or service
- Appropriate assessment and management of pain
- Have a family member of your own choice notified promptly of your admission to the hospital
- Personal privacy ensuring that no outside individual may see you without your permission
- Receive care in a safe and secure setting
- Be free from any form of abuse or harassment
- Receive access to care that is considerate and respectful of personal values and beliefs
- Confidentiality of your clinical records
- Access to information contained in your clinical record within a reasonable time frame
- Participate in ethical issues that may arise in the course of your care
- Receive information about clinical experiments, research or educational projects affecting your care or treatment including the expected benefits, potential discomforts and risks and alternatives that may also be available.

- Make important legal decisions in advance about your health care
- Have Shroff Eye use its best efforts to meet your special communication needs
- Accept or refuse medical care, or to change your mind regarding your care. If you decide to leave before the doctor's advice, Shroff Eye will not be responsible for any harm that this may cause.
- To inform the staff of Shroff Eye of your spiritual and religious beliefs in case they have any bearing to the care provided to you
- Request and receive a detailed explanation of your bill
- Be informed of Shroff Eye's complaint / grievance process and to voice complaints or concerns without affecting your care or treatment
- Be informed of Shroff Eye's rules and regulations applicable to patient care and conduct

As a SHROFF EYE patient, you have the responsibility to:

- Provide accurate and complete health information to your doctor and to understand your plan of care
- Follow the agreed-upon plan of care
- Accept responsibility for the outcomes of refusing treatment or for not following the agreed-upon plan of care
- Fulfil your financial obligations
- Follow Shroff Eye's rules and regulations about patient care and conduct.
- Be considerate and respectful of other patients, Shroff Eye staff and their property.

Shroff Eye attaches adequate importance to the patient's possessions and has provided for safe keeping of the same. There is a security system in the hospital to restrict entry of unauthorized personnel and protect the patients from any physical harm.

Questions/Concerns/Complaints/Grievances

Shroff Eye staff is dedicated to the delivery of quality health care and patient satisfaction. However, we recognize that concerns may arise. We ask that you first try to resolve the concern with the person involved if you are comfortable doing so. If there is no satisfactory resolution, you may contact the Manager for assistance. If there still is no resolution, the Manager will explain the grievance process and other options that may be available to you.



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