

Rules and Regulation:

- 1) Organization should display and define healthcare services provided.
- 2) Qualified medical and nursing staff should be available.
Care should be displayed in the language the patient understands. Display should be at least bi-lingual and state language spoken by majority of people
- 3) All the staff in hospital in reception and registration, O.P.D.and I.P.D.are Trained regularly. Records of such training should be available.
- 4) Organization should well defined registration and admission process.
- 5) There should be an appropriate mechanism for transfer or referral of patients.
- 6) Organization defines and documents the content of the initial assessment for the O.P.D, I.P.D, and emergency patients.
- 7) Initial assessment of I.P.D includes nursing assessments, screening for nutritional needs and documented care plan.
- 8) Patients are reassessed at appropriate intervals.
- 9) O.P.D patients are informed of their next follow-up.
- 10) Patients are reassessed to determine their response to treatment and to plan further treatment or discharge.
- 11) Organization should provide laboratory services as per scope . Documented procedures guide ordering of tests, collection, identification, handling, safe transportation processing and disposal of specimens. Laboratory results are available within a defined time.
- 12) Organization should provide imaging services as per scope. Imaging results are available within a defined time. Radiation-safety and monitoring devices are periodically tested and result are documented.
- 13) During all phases of care, there is a qualified individual identified as responsible for patient's care and response to treatment is shared among medical, nursing and other care providers. Information is exchanged and documented during each staffing shift, between shifts and during transfer between departments.
- 14) Patients discharge process is planned in consultation with the patient or family under medical guidance.
- 15) Discharged summary is provided to the patient at same time of discharged.

Patient Rights

- *Information of treating doctor, care plan, procedure, Treatment & Medicine, progress & healthcare needs in a language that they understand.
- *Information regarding Treatment.
- *Keeping patient's information confidential.
- *Refusal of any examination or research or treatment.
- *Right to have the copy of all medical investigation & Records as per hospital policy.
- *Right to consult or have advice of other expert consultant or to seek an additional opinion regarding clinical care.
- *Respecting Values & beliefs, any special preference cultural needs & responding to requests for spiritual needs.
- *Respect for personal dignity & privacy during examination, procedures & treatment.
- *Protection from neglect or abuse.
- *Right to complain & information on how to voice a complaint.
- *Information of expected cost of treatment.
- *Determining what information regarding their care would be provided to self & family.

Patient Responsibilities

- *Provide complete and accurate information including Full name, address and other information.
- *Provide complete and accurate information about his/her health, including present condition, past illness, hospitalisations, medications, natural products and vitamins and any other matters that pertain to his/her health.
- *To have full trust on treatment.
- *Respect for visiting Timings.
- *Respect the advice given by the consultant.
- *Respect the doctors & other paramedical staff.
- *To visit the consultant on time advised by him.
- *Keep carefully all the medical records.
- *Make the payment of bill on time.
- *Involve in informed decision making for patients.
- *Respect hospital's policy of 'NO SMOKING'.
- *Not to give medication prescribed for him/her to others.
- *To respect that some other patient's medical condition may be more urgent than yours and accept that your doctor may need to attend them first.
- *To follow the prescribed treatment plan and carefully comply with the instructions given.
- *To attend follow-up appointment as requested.
- *To accept the measures taken by the hospital to ensure personal privacy and confidentiality of medical records.
- *Not to take any medications without the knowledge of doctor and healthcare professionals.
- *To understand the chart of rights and seek clarification, if any.