PATIENT’S RESPONSIBILITIES

You are responsible for observing hospital policies/guidelines that relate to the treatment and behavior of patients.

You are responsible for being considerate of the rights of other patients and the personnel.

You and your family member/significant other are responsible for assisting with the control of noise, and the number of visitors.

You are responsible for respecting the property of other patients, the hospital and health personnel.

You are expected to assume the financial responsibility for all services rendered either through third party payers/insurance company, or persons responsible for payment for any services, which are not covered by third party.

Legally authorized members of your family are expected to be available to health personnel for review of your treatment in the event you are unable to properly communicate with the physicians or nurses.

Being a good patient does not mean being a silent one.

If you have questions, problems, needs that have not been met, please let us know.

If you would like further clarification on the Rights and Responsibilities as they pertain to you, please do not hesitate to contact the Hospital Administrator/Clinic Administrator or the Regional Health Manager in your area.

When you are not able to reach these persons, you may contact the Director of Health Services at the Ministry of Health East Block Building Belmopan Tel: 822-2325/2059 Fax: 822-2942 www.health.gov.bz

Telephone Directory for Public Hospitals:

- Corozal Community Hospital - 422-2080
- Northern Regional Hospital - 322-2072
- Karl Heusner memorial Hospital - 223-1548
- San Ignacio Community Hospital - 824-2066
- Western regional Hospital -822-2263
- Southern regional Hospital –522-3832
- Punta Gorda Community Hospital –722-2026

PATIENT BILL OF RIGHTS

Access to Care

You have the right to receive respectful treatment from providers of health care at all times.

You have the right to proper assessment, management and pain treatment providing that the health facility have the resources.

Freedom From Abuse

You shall be protected from mental, physical, sexual abuse or harassment. Minors, homeless and disabled persons are appropriately protected.

Privacy and Confidentiality

You have a right to privacy with respect to your person and to information within the context of a public health facility setting.

Identity

You have the right to know the identity and professional position of the individuals who are providing care as well as the right to know which physician or health professional is principally in charge of your treatment.

Information

You have the right to receive information regarding your diagnosis, treatment, risks and prognosis from professional responsible for your care. That information should be provided in such a way that you are able to understand.
PATIENTS’ RIGHTS

Consent
You have the right to be informed about and to participate in the decisions related to your health. Whenever possible, this should be based on a clear and concise explanation of your condition and technical procedures, including the possibilities of risk of death or serious reactions. No experimental procedures can be a part of your care without your written consent.

Refusal of Treatment
You, or your legally authorized representative, have the right to refuse treatment to the extent permitted by law. Such refusal shall be in writing.

Respect for Culture or Religion
You have the right to the manifestation of your cultural and/or religious expressions while admitted, as long as it does not interfere with the normal activities of the health facility or other patients’ interests. You also have the right to request at any time, the presence of a representative from your religious denomination provided they do not interfere with prescribed treatment.

Complaints
You have the right to file a complaint when you consider your right has been violated. You also have the right to request an investigation and have the results communicated to you within reasonable time.

Confidentiality of Care
Your medical records will be treated as confidential.

No one outside the health facility, except your referring physician, may be given a copy of your record without your written permission.

You have the right to have a family member notified of your admission to and discharge from the health facility, providing contact information is given.

Pharmaceutical
You shall receive medication in well-labeled containers and given clear instructions.
You shall receive information on safe storage of medications in the home.

Concerns About Billing
You have the right to details about all items on your bill.

PATIENTS ACCESSING CARE FROM ANY PUBLIC HEALTH FACILITY SHOULD ASSUME RESPONSIBILITY FOR THE FOLLOWING:
You are responsible for providing according to your best understanding, precise and complete information, current complaints, past medical histories, hospitalizations, drugs and other matters related to your health.

The facility expects that you will cooperate with hospital personnel and ask questions if directions and/or procedures are not clearly understood.

You are expected to report any unexpected changes in your condition to your primary physician.

You are responsible for the compliance with your treatment.

You are responsible for keeping your clinic appointments and when this is not possible to communicate this with your health care provider.

You are responsible for communicating areas of your treatment that you do not understand.

You are responsible for observing the “No Smoking Policy” of the institution.