



GOLDFIELDS HEALTHCARE

PATIENT RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

Equality in Service Utilization and Access to Services:

You have the right to access activities and preventive health services designed to promote healthy living, grounded in the principles of justice and fairness. You are entitled to receive services without discrimination based on race, language, religion, sect, gender, sexual orientation, political beliefs, philosophical convictions, or socio-economic status.

Right to Information:

You have the right to receive comprehensive information regarding all services provided by One Dose Health.

Choosing and Changing Institutions:

You have the right to select or change the healthcare institution from which you receive services.

Recognizing, Selecting, and Changing Personnel:

You have the right to know, select, and change the identities, roles, and titles of the doctors and healthcare personnel involved in your care.

Right to Request Information:

You have the right to request information about your health condition both verbally and in writing. In accordance with our open medical records policy, patients can access all records pertaining to their diagnosis and treatment. We also support medical literacy and provide the option to request an interpreter. Additionally, patients have the right to request and receive an invoice for the services rendered.

Consent and Approval:

You have the right to receive services based on your informed consent. Patients should be informed about their medical conditions, treatment options, associated risks and benefits, and available alternatives.

Refusal and Termination:

You have the right to refuse treatment or request its cessation. The physician will explain the potential consequences of refusing recommended treatment and will document this in the patient's clinical notes.

Security:

Respecting patient privacy is paramount. You have the right to receive healthcare in a secure and confidential environment.

Fulfilling Religious Obligations:

You have the right to fulfill your religious obligations as they relate to your health condition. Compassionate care is provided with respect, care, and attention at our institution.

Right to Comfort:

You have the right to receive health services in an environment that is adequately lit and free from excessive noise.


Right to Apply, Complain, and Sue:


Should your rights be violated, you have the right to seek redress through complaints or legal action in accordance with the law.


Express Your Opinion:


You have the right to express your opinions regarding the services provided.


PATIENT RESPONSIBILITIES

 Please provide detailed information about your health issues, medical history, treatments, and current medications.

 Patients are responsible for the outcomes of declining treatment or not following physician directives.

 We encourage active participation in your treatment and care decisions, discussing service effectiveness, adhering to agreed-upon plans, and seeking clarification on any concerns.

 Please honor your appointment and notify us of changes. Note that services through this channel do not replace in-person healthcare as required by regulations.

 Avoid actions that could hinder health service delivery during your appointment.