



JIAHUI HEALTH  
嘉会医疗

# 了解您的权利与义务

## PATIENT RIGHTS AND RESPONSIBILITY

### 了解您的权利与义务

所有患者都享有基本的、首要的知情权、公平治疗权和对医疗决定的自主权。这些权利包括接受有效沟通、参与护理决策、给予知情同意、了解护理提供者和参与临终决定的权利。我们还将为您提供周到的护理，保障您的个人尊严和安全，为您的医疗信息提供保密和获取途径，尊重您的文化、心理和精神价值。

### *Know Your Rights and Responsibilities*

All patients have fundamental, overarching rights to information, fair treatment and autonomy over medical decisions, among other rights. These include the rights to receive effective communication, to participate in care decisions, to give informed consent, to know care providers and to participate in end-of-life decisions. It also includes considerate care that safeguards your personal dignity and safety, provides for the confidentiality of and access to their medical information and respects your cultural, psychological and spiritual values.



JIAHUI INTERNATIONAL HOSPITAL  
上海嘉会国际医院



# 您的权利

## Your Rights

### ► 您有权利得到最优质的医疗服务。

#### You have the right to be provided with the highest quality medical care.

我们的医护人员将不遗余力地为您提供优质的医护服务，旨在保障您的健康，治愈您的疾病或减缓您的症状。

We will make every effort to provide you with quality medical care through dedicated medical personnel whose primary objective is to safeguard your well-being, and treat your medical condition.

我们将周详及慎重的考虑您的病情，再提供医疗方案和建议。

All medical decisions and recommendations on your treatment are made after careful deliberation, taking into account all available information and facts concerning your condition.

### ► 您有被尊敬和尊重的权利。

#### You have the right to be treated with dignity and respect.

所有嘉会医疗的工作人员会礼貌和尊重地对待您，维护您的个人尊严。

To be treated with courtesy, dignity, and respect by all Jiahui Health staff.

无论年龄、性别、种族、国籍、社会地位、身体或智能障碍，我们都将平等相待，提供热情、周到、适时、有效的医疗服务。

You shall receive considerate respectful, appropriate medical care, regardless of your age, gender, race, nationality, social status, physical or mental abilities.

嘉会医疗将尊重您的个人尊严，包括情感、社会、精神和文化需求。前提是需求不会对他人造成困扰或伤害。

Jiahui Health is obligated to have your personal dignity respected including emotional, social, spiritual and cultural needs as long as they do not cause disturbance or harm to others.

您和/或您的家人将会获知治疗情况，而且有权在法律允许的范围内接受或拒绝我们提供的医疗服务，并且承担由此造成的一切后果。在紧急情况下，医疗人员将会采取最有利于病情的治疗方式并且将与您和/或您的家人商讨进一步的诊疗方案。

You and/or your family will be informed of the medical treatment which you will receive, and you can accept or refuse medical care or recommended treatment to the extent permitted by law. Please note that by doing so, you will have to accept the responsibility for any medical consequences resulting from your decision. In an emergency, the medical team will initiate treatment in your best interests and discuss further treatment with you and/or your family.

您有权指定一位代表负责您的治疗。在符合法律以及嘉会医疗的相关制度范围内，我们将尊重您的意愿。

You have the right to appoint a representative to make your healthcare decisions. We will respect your wishes, to the extent permitted by law and our policy.

### ► 您有权根据需要在安全的环境中接受治疗及护理：

#### You are entitled to receive care in a safe setting in accordance to your needs:

a.不受任何物理上的约束，除非您本身或他人有受伤害的风险而另外做出的医疗程序要求。

a. Being free from physical restraints or seclusion, unless medically required in situations where there is a substantial risk of imminent harm to yourself or others.

b. 提供适当的保护，特别是对身体虚弱、残疾的个人、老年人、年轻人和受抚养儿童、昏迷病人和虐待受害者。

b. To be provided appropriate protection, especially for frail, disabled individuals, elderly, young and dependent children, comatose patients and victims of abuse.

c.不受任何形式的虐待和骚扰。

c. Free from all forms of abuse and harassment.

### ► 您有权知道医疗团队成员的身份和角色。

#### You have the right to know the identities and role of your healthcare team.

您有权知道参与您的医疗治疗和护理的医生、护士和其他人员的身份。

You are entitled to know the identity of the doctor, nurse and others who are involved in your care and treatment.

您有权了解他们是否是住院医师、学生或见习医师。

You are entitled to know whether they are residents, students or trainees.

### ► 您有权维护您的隐私和个人信息保密。

#### You have the right to the privacy and personal information kept confidential.

您将在特定的环境中接受咨询、检测和治疗，拥有合理的隐私权。

You will be interviewed, examined and treated in surroundings designed to give you reasonable privacy.

仅有参与您医护过程的医护人员或负责监测医护质量的人员以及经法律或嘉会医疗授权的人员才有权阅读您的治疗记录。任何您的护理记录都会受保密。

You are entitled to have your medical records read only by individuals involved in your care or by individuals who are monitoring the quality of your care as authorized by law or the organization. All information and records regarding your care will be kept confidential.

其他人员，只有经过您书面同意或经法定授权或指定的代表人书面同意，方可阅读您的病历。

Other individuals may read the medical record only with the patient's written consent or that of a legally authorized or designated representative.

除非存在临床需要或合理的限制，您或您的法定代理人可以根据判断，要求、接见或拒绝任何访视者。

To request, receive, or refuse visitors at your or your legal representative's discretion, unless there is clinically necessary or reasonable restriction or limitation.

## ► 您有知情权和参与治疗决策的权利。

**You have the right to receive information necessary to make decisions whether to accept (to consent) or withhold treatment.**

我们将尽量使用您所能理解的语言，通知您的医疗情况、治疗计划和所预期的结果。

You will be told of your medical condition, planned treatment and expected results in a language you can understand, where possible.

我们将详细说明所有的治疗或操作，包括风险和益处。还包括治疗、康复或不治疗有关的潜在后果。

We will have all treatments or procedures fully explained, including risks and benefits. This includes potential consequences related to treatments, recovery or non-treatment.

在治疗状况允许时，您有权要求转院。

To be transferred to another facility at your request when medically appropriate.

## ► 您有寻求诊疗第二意见的权利。

**You have the right to seek a second opinion.**

第二意见是指在您或您的近亲属的要求下，寻求治疗临床医生以外的其他临床医生对临床诊断和治疗进行审查。

Second opinion refers to seeking a review of clinical diagnosis and management by another clinician other than the treating clinician at the request of you or your next-of-kin.

您和/或您的近亲家属有权寻求第二诊疗意见，而无需担心在嘉会医疗内部或外部对其治疗造成伤害。

You and/ or your next-of-kin has the right to seek second opinion without fear of compromise to your care within or outside the organization and this request must be accommodated.

## ► 您有权提出任何表扬或批评。

**You have the right to give a compliment or make a complaint.**

您的反馈将协助我们改善服务，并让我们知道本身是否尽职尽责以及需要改进的环节。若您有愉快的体验，我们非常感激您的称赞。与此同时，您的意见将激励我们的医疗团队精益求精，使嘉会医疗成为病患者的首选。

Your feedback helps us improve our services and tells us what we are doing well and which areas we can improve. We appreciate your compliments if your experience has been a pleasant one. Your kind comments will encourage our healthcare team in our pursuit of making JIH the 'hospital of choice' for our patients.

您可通过我们客服人员，或小程序进行意见及建议的反馈。如有任何不满及投诉，也可以通过发邮件至 [patientservice@jiahui.com](mailto:patientservice@jiahui.com) 进行反馈。我们会有专人与您联系，并协助解决您的疑虑。

You could provide feedback to our patient service staff, or through App. If you have any complaints, you can also send them to [patientservice@jiahui.com](mailto:patientservice@jiahui.com). We will contact you to help resolve your concerns.

## ► 您有接受解释、宣教和辅导的权利。

**You have the right to receive explanation, education and counselling.**

您有权对账单和医生费用的准确性提出质疑。您有权要求对费用进行汇总，并获得有关这些费用的解释。

To question the accuracy of their bills and physician charges. You have the right to request a summarized of charges and to obtain information about those charges.

您有权了解出院后需要注意的护理事项。

To know about the care you will need after discharge.

嘉会医疗将向您或适当的家庭成员告知与您护理、治疗和责任有关的规则、政策和做法。

You and/or your family members should be informed about Jiahui Health rules, policies and practices that have to do with patient care, treatment and responsibilities.

嘉会将提供适当的协助，包括翻译服务，以确保您和/或您的家属更好的了解您的一切诊疗过程及内容。

Jiahui Health will provide appropriate assistance, including the use of an interpreter, to ensure that you and / or your families understand the all treatment plan and process.

您有权知道不良事件对您造成的损害。

You and families to be informed of injuries resulting from adverse events.

## 您与您家人的义务 You and Your Family's Responsibilities

您和您的家人也是我们医护团队的重要成员。这在确保您的治疗和互利安全上将有重要的作用。患者有责任协助医护人员以达到最佳的治疗效果。为达到这一目标，我们需要您的协助：

At JIH, you and your family play a vital role in helping us provide quality healthcare. You can take responsibility for your care by helping the medical team give the best possible care and treatment. You can play a part by assisting in the following:

### ► 您必须告知医护人员有关就诊所需的讯息：

**You need to give staff as much information as you can about your health. Please:**

请提供完整与正确的健康状况，包括目前和之前的状态、住院记录、用药情况以及其他本院需要获知的讯息。

Provide us with complete and accurate information about your health, including present conditions, past illnesses, hospitalization, medication and any other matters that we should be aware of.

请提供完整与正确的个人资料，包括您的姓名、地址、联络号码和出生日期。

Provide us with complete and accurate personal particulars including your full name, address, contact numbers and date of birth.

您和您的家人有责任告知我们是否清楚地了解预期结果。

You and your family are responsible for informing our staff whether you clearly understand what is expected.

若您的病情或健康状况有所变化，请通知我们。您必须遵循医生建议的医疗计划。

Inform us of changes in your health and/or condition, and any problems you are having or have had, with your treatment. You need to follow the doctor's recommended treatment plan and care.

您必须积极参与治疗过程，包括为您的治疗方案做决定、服用药物以及参与后续治疗等。

Participate actively in your treatment including decisions about your treatment plan, taking your medicines and keeping your follow-up appointments.

若在实行预先制定的治疗方案时有疑问，请通知院方。您所提供的任何情况将得到严格保密。

Inform us of any problems which you may face in following with the prescribed treatment plan. Please be assured that we will keep all information you have given private and confidential.

若您拒绝医药治疗或不遵从医生的劝告而离开，您将承担一切后果。

Take responsibility for any consequences if you refuse medical treatment or leave against medical advice.

### ► 您必须尊重他人的隐私。

**You need to respect the confidentiality and privacy of others.**

遵守本院患者与探视者的规矩。

Follow all hospital rules and regulations concerning patients and visitors.

尊重并礼貌对待院方的工作人员、其他患者以及来访者。

Treat all hospital staff, other patients and visitors with courtesy and respect.

遵守预约时间。若无法赴约，请提早通知院方。

Keep to your appointment time. If you are unable to do so, please notify Jiahui Health in advance.

尊重其他患者的隐私。

Respect the privacy of other patients.

### ► 遵守嘉会规则及制度：

**Follow Jiahui Health rules, policies and practices:**

在嘉会医疗范围内自行保管贵重私人物品。

Be responsible for the safekeeping of your own valuables and personal possessions while in the organization.

小心使用我们的物品和设施。

Treat Jiahui Health's property and facilities with due care and responsibility.

为确保用药和治疗安全，在住院期间不使用未经嘉会国际医院认可的外配药品和医疗器械等。

To not use medication and medical devices from unauthorized sources during your hospitalization, and to ensure medication and treatment safety.

维护良好安全的医疗卫生服务秩序。

To maintain good and safe medical service order.

## 其他重要须知 Other Important Patient Information

### ► 宗教辅导 Religious Counselling

在住院期间，您可以安排宗教人士前来探视您并/或为您祷告。  
You are welcome to arrange for a religious counsellor to visit and/or pray for you while you are in the hospital.

如有宗教人士来访，请提前通知护士。  
Please inform the nurse if you are expecting a religious counsellor to visit.

为了尊重以及避免干扰他人，请在床边小声进行祷告。  
Out of respect for other patients, please conduct your religious prayer quietly by your bedside, so that others will not be disturbed.

若有需要，我们可以为您提供在上海宗教人士或机构的联系方式。  
We will provide you with a list of contacts should you need help in finding a religious counsellor or religious center in Shanghai.

### ► 及时支付费用 Follow Jiahui Health rules, policies and practices:

您需要：  
You are required to:

及时支付嘉会医疗所列相关护理和治疗的费用  
Pay promptly any financial amounts resulting from the care and treatment provided.

若有任何关于费用的疑问，请及时查询与确认  
Seek clarification promptly if there are financial issues which you do not understand.

### ► 器官捐献 Religious Counselling

在中国，器官捐献完全遵循“自愿、无偿”的原则，是“人道、博爱、奉献”精神的崇高体现。如果您想知道更多关于捐献器官的详情，请：

In China, organ donation fully follows the principle of "voluntary and unpaid" and is a noble embodiment of the spirit of "humanity, fraternity and dedication". If you would like to know more information about organ donation, you could refer to the following access:

- 拨打红十字会器官捐献免费咨询电话 400-010-6695，或  
Out of respect for other patients, please conduct your religious prayer quietly by your bedside, so that others will not be disturbed.
- 上网[www.codac.org.cn](http://www.codac.org.cn) 查询，或  
We will provide you with a list of contacts should you need help in finding a religious counsellor or religious center in Shanghai.
- 扫描下列微信公众号  
Scan the following WeChat QR code

