

PATIENT RIGHTS AND RESPONSIBILITIES

At Jiahui Health, we care about you and your experience during your care journey. Knowing your rights and responsibilities will help us to build a mutually beneficial relationship together.

PATIENT RIGHTS

At Jiahui Health, we will try our best to help you achieve your healthcare outcome and provide you the optimal service experience. As a patient, you have the following rights:

1. RIGHT TO BE RESPECTED

- To be treated with courtesy, dignity, and respect by all Jiahui Health staff.
- To know the names and titles of your caregivers.
- Not to be discriminated against because of race, color, religion, gender, age, national origin, sexual orientation, disability and other factors for admission, treatment, or participation in programs or services.
- To have your personal, cultural, and spiritual values and beliefs respected and supported when making a decision about treatment and when receiving care and services at Jiahui Health.
- To be free from restraint or seclusion imposed as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion will only be used to ensure the immediate physical safety of the patient, staff, or other people in the hospital, and will be discontinued as soon as the behavior no longer poses a safety threat.
- To receive care in a safe setting and to be free from any forms of abuse or harassment.
- To request assistance from the Jiahui Ethics Committee regarding ethical issues surrounding your care.

2. RIGHT TO INFORMATION

- To receive complete and current information about your diagnosis, treatment and prognosis in terms that you can understand. The explanations may include:
 - A description of the procedure or treatment and why it is recommended
 - The possible benefits and risks
 - The known serious side effects, complications, or drawbacks
 - The possible recovery process and problems
 - The chances of success and recurrence
 - Other alternative procedure or treatment options
- To request interpreter services to interpret, when possible, in a language you understand. Communication will be tailored to your needs for understanding.
- To examine your bill and to receive an explanation of the charges.
- To know about hospital policies, procedures, rules or regulations applicable to your care.
- To be informed about unanticipated outcomes of care, treatments, and services.

3. RIGHT TO CHOICES

- To request to seek a second opinion about your care and treatment; you have the option to have Jiahui Health to help facilitate this process based on your needs.

- To refuse any procedure, drug or treatment and to be informed of the possible results of your decision.
- To know if your care involves the training of health care providers. You have the right to agree or to refuse participation.
- To know if your care involves research or experimental methods of treatment, and to request information about the research and clinical trials. You have the right to agree or to refuse participation.
- To make advance treatment directives within the extent permitted by law, such as Power of Attorney, and to have caregivers follow your wishes.
- To have you or your legal representative make informed decisions regarding your care within the extent permitted by law.
- To include family members or significant others in your care decisions.
- To access supportive care, including the appropriate assessment and management of pain, the treatment of uncomfortable symptoms, and the support of your emotional and spiritual needs.
- To be transferred to another facility at your request when medically appropriate.

4. RIGHT TO PRIVACY AND CONFIDENTIALITY

- To personal privacy, to the extent consistent with your care needs. Case discussion, consultation, examination, and treatment will be conducted to protect your privacy.
- To have all your personal information, communications, and records related to your care kept confidential.
- In accordance with applicable law, to have access to, to request amendments to your health information, your information will not be disclosed without your expressed consent.
- To print any materials relating to medical record within the limits prescribed by law.
- To request, receive, or refuse visitors at your or your legal representative's discretion, unless there is a clinically necessary or reasonable restriction or limitation.

5. RIGHT TO COMPLAINT

- To speak to a staff about any complaints you have about your care without fear of getting poor treatment. To have your concerns reviewed and resolved, when possible, in a timely manner with assistance or advocacy.
- To assign a legal representative to exercise the rights listed above on your behalf if you are unable to exercise them.

PATIENT RESPONSIBILITIES STATEMENT

At Jiahui Health, we want you to play an active role in your health care. As a patient, you have the responsibilities:

- To provide complete and accurate information on registration and financial forms.
- To inform your caregivers of your preferred method of communication and to provide up-to-date contact information.
- To provide complete and accurate information to the best of your knowledge about your past and current medical history.
- To provide Photo ID (National Identification Card or Passport), insurance card(s), or membership card(s) at the initial registration and to inform registration staff of any changes.
- To take part in decisions about your care and treatment.
- To seek clarification when necessary to understand your treatment plans.
- To sign consent forms when agreeing to treatments.
- To keep scheduled appointments or surgeries, and when necessary to provide 48-hours advance notice for cancellation or rescheduling.
- To inform your physicians or nurses of any changes in your health during your hospitalization or observation.
- To follow your treatment plan of care.
- To not use medication and medical devices from unauthorized sources during your hospitalization, and to ensure medication and treatment safety.
- To arrange payment methods for the services and care that you received.
- To be considerate of Jiahui Health properties, and to maintain safe, clean, comfortable, and quiet healing environment for yourself and others.
- To be respectful to Jiahui Health staff and to other patients and visitors, and to ensure that your visitors are equally thoughtful.
- To safeguard your personal belongings and valuables.
- To protect the privacy of other patients.
- To respect and follow Jiahui Health policies and regulations.