

St. Vincent General Hospital is committed to deliver a compassionate and quality care to our patients. In ensuring customer satisfaction, we strive to provide a gratifying experience to our patients and their families. As our active partner in your own healthcare, we wish to impart to you your rights and responsibilities as our patient.

Patient's Rights

1. ACCESS TO CARE

- To receive medical care regardless of age, race, color, national origin, culture, ethnicity, language, socioeconomic status, religion, physical or mental disability, sex, sexual orientation, or gender identity or expression
- To expect prompt emergency treatment
- To receive a medical screening exam to determine the kind of treatment that will be administered
- To request for a consultation by another health care provider, seek second opinion or ask for a change of provider
- To seek and receive adequate instruction in self-care, prevention of disability, and maintenance of health

2. ACCESS TO INFORMATION

- To have your family/representative of your choice/or your own physician be informed of your hospital admission
- To know the identity and the role of individuals and specialty of the doctors and other health care providers involved in your care
- To be informed about your health condition and diagnosis and make informed decisions that affect your care, health status, services or treatment
- To appoint someone to make decisions for you should you be unable to do so, and have that person approve or refuse for you the care, treatment or hospital services, as allowed by law
- To be informed of unanticipated adverse outcomes
- To have your wishes followed concerning organ donation in accordance with law and regulation
- To request a review of your medical chart with your caregivers during your hospital stay

3. COMMUNICATE YOUR CONCERNS

- To express concerns, complaints and/or a grievance to the hospital personnel providing your care
- To be involved in resolving issues involving your own care, treatment and services care

4. RESPONSE TO YOUR CONCERNS, COMPLAINTS OR GRIEVANCES

- To receive a reasonably prompt response to your request for services
- To know the reasons for any proposed change in the attending physicians/professional staff responsible for your care
- To know the reasons for your transfer either within or outside the hospital

5. CULTURAL AND SPIRITUAL VALUES

- To be respected on cultural, psychosocial, spiritual, and personal values, beliefs and preferences

6. OBTAIN & REVIEW YOUR HOSPITAL BILLS

- To review, obtain, request, and receive a detailed explanation of your hospital charges and bills
- To receive information and counseling on ways to help pay for the hospital bill

7. MAKE INFORMED DECISIONS

- To receive information about your current health, care, outcomes, recovery, ongoing health care needs, and future health status
- To be informed about proposed care options
- To be involved in all aspects of your care and to take part in decisions related to it

8. TO KNOWLEDGEABLY REFUSE ANY CARE, TREATMENT AND SERVICES

- To be advised when a physician is considering you to be part of a medical research program and to accept or deny such experimental treatments

9. PRIVACY AND CONFIDENTIALITY / VISITATION

- To receive or deny visitors of your own choosing
- To ask the hospital to obtain your permission before taking photos, recording, or filming you, if the purpose is for something other than patient identification, care, diagnosis, or therapy

10. SECURITY

- To have freedom from all forms of abuse or harassment

Patient's Responsibilities :

1. ASK QUESTIONS AND FOLLOW INSTRUCTIONS

- To inform us if you do not understand the information we gave you about your condition or treatment
- To speak up and communicate your concerns to any employee (including any member of the patient care team) as soon as possible
- To follow our instructions and advice, understanding that you must accept the consequences if you refuse

2. COOPERATE WITH YOUR HEALTHCARE PROFESSIONALS

- To follow the care plans suggested by the health care professionals while in the hospital.

3. MEET YOUR FINANCIAL OBLIGATIONS

- To pay your bills or make arrangements to meet the financial obligations arising from your care

4. FOLLOW RULES AND REGULATIONS

- To follow the hospital rules and regulations
- To keep your scheduled appointments, or let us know if you are unable to keep them
- To leave your personal belongings at home or have family members take all valuables and articles of clothing home while you are hospitalized

5. PROVIDE PERTINENT INFORMATION

- To give us complete and accurate information about your health, including your previous medical history and all the medications you are taking
- To inform us of changes in your condition or symptoms, including pain

6. BE RESPECTFUL AND CONSIDERATE

- To respect the dignity of individuals and the rights and property of others
- To be considerate and cooperative

7. ADVOCATE FOR YOUR SAFETY

- To actively promote your own safety by becoming an involved and informed member of your health care team

St. Vincent General Hospital

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