

PATIENT & FAMILY RIGHTS AND RESPONSIBILITIES



PATIENT & FAMILY RIGHTS

ACCESS TO CARE

Patients have the rights to:

- Have access to clinic and medical care that is available within the scope of the clinic's mission and is medically indicated.
- Respectful care by competent personal
- Request a second opinion from another KH physician or from external licensed physicians.
- Choose their physicians and to be transferred to another treating physician, with justifiable reason.

Providing Information

- Know the identity and professional status of individuals responsible for their care.
- Know the qualifications and the experience of their attending physicians.
- Be notified if any unexpected results are made known to treating physician.
- Receive full explanation of their bill details.

PERSONAL SAFETY AND SECURITY

Patients have the rights to:

- Be protected from any verbal or physical abuse by any KH staff or other individuals.
- Expect reasonable safety in so far as the clinic practices and environment are concerned.





PRIVACY

- Patients have the right to have personal and physical privacy during medical treatment and personal hygiene functions.

CONFIDENTIALITY

- Patients have the right to get confidential treatment. Information in the patient's records shall not be released to anyone outside the clinic.

INFORMED CONSENT

- Patients have the right to informed consent prior to any procedure or treatment.

REFUSAL OF TREATMENT

Patients have the rights to:

- Refuse any drugs, treatment, or procedure offered by the health care provider, and the treating physician should inform the patient that he/she has the right to refuse the treatment.
- Provide alternative solutions and inform them the consequences of the refusal

CONDITION-RELATED INFORMATION

- Patients have the right upon request to have information contained in their medical record.
- Patients have the right to request an interpreter if they do not understand the language spoken by the health care providers.

TRANSFER AND CONTINUITY OF CARE

- Patients have the right to receive a complete explanation of the need for the transfer to another facility and to be provided with alternatives to such a transfer if it possible.

COMPLAINTS AND SUGGESTIONS

- Patients and their family members have the right to express their opinions, suggestions, and concerns and to submit an official complaint through the Patient Relations Department.

Email: Patient.relations@KAUST.EDU.SA

Tel: 8084088 – 8084117.



PATIENT & FAMILY RESPONSIBILITIES



FULL DISCLOSURE OF HEALTH INFORMATION

- Patients are responsible for providing to the best of their knowledge, and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.

COOPERATION DURING EXAMINATIONS AND PROCEDURES

- Patients are responsible for following the treatment plan recommended and developed by their health care team and which all have agreed.
- Patients are responsible for asking questions when they do not understand their care, treatment and service or what they are expected to do.

REFUSAL OF TREATMENT

- Patients are responsible for accepting the consequences of refusing treatment or not following the health care team's instruction.



KH RULES AND REGULATION

Patients are responsible to:

- Follow KH rules and regulations.
- Be considerate of the clinic's staff and property.
- Take reasonable care of their own valuables and other possessions if they keep them in their possession.
- Be considerate of the rights of other patients.
- Keep their appointments and inform the clinic if they cannot attend.

FINANCIAL OBLIGATION

- Patients are responsible to meet any financial obligation agreed with the clinic.

