Patients' Charter

RIGHTS

- The right to receive medical advice and treatment which fully meets the currently accepted standards of care and quality.

- The right of access to medical information which relates to your condition and treatment.

- The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so.

- The right to information about what health care services are available, and what charges are involved.

- The right to know the names of any medication to be prescribed, and its normal actions and potential side-effects given your condition.

- The right to have your privacy, dignity and religious and cultural beliefs respected.

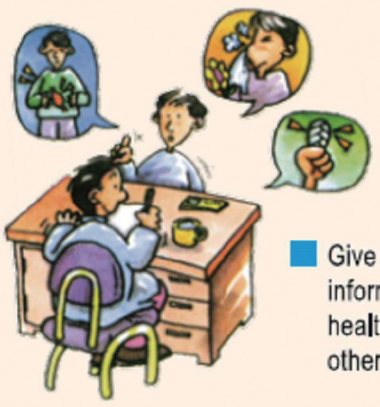
- The right to a second medical opinion.

- The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. an opinion as to the likely future course of any illness), and of the treatment proposed including common risks and appropriate alternatives.

- The right to have information relating to your medical condition kept confidential.

- The right to make a complaint through channels provided for this purpose by the Hospital Authority, and to have any complaint dealt with promptly and fairly.

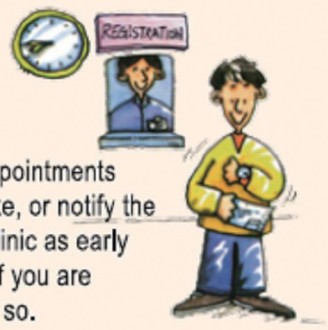
- The right to choose whether or not to take part in medical research programmes.



RESPONSIBILITIES

- Give your health care providers as much information as you can about your present health, past illnesses, any allergies and any other relevant details.

- Show consideration for the rights of other patients and health care providers, by following the hospital rules concerning patient conduct.



- Keep any appointments that you make, or notify the hospital or clinic as early as possible if you are unable to do so.

- Follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given.

- Should not ask health care providers to provide incorrect information, receipts or certificates.

- Should not waste medical resources unnecessarily.