



Patient's Rights Booklet

"He will call upon me, and I will answer him,
I will be with him in trouble
I will deliver him and honor him".
(Psalms 91)



Credo

Based on the recognition that every person is a unique personality with its own treatment needs, Baruch Padeh Poria Medical Center supports your right to receive high quality, professional and considerate care. The medical center takes steps to protect this right, without discrimination.

A skilled, multidisciplinary care team is at your service, charged with the duty of providing a comprehensive solution to your physical, mental, spiritual and social needs. The medical center's team recognizes your right to make decisions on the manner of your care, so it is important for you to discuss these issues with the staff members. On our part, we will do the best to ensure you a process that will allow you to reach the most correct decision for you.

This booklet details your rights and duties as a patient while you are staying at the medical center as an attending staff. We will continue to act regularly to advance patient's rights and the quality of care provided.

The use of masculine pronouns is done for convenience only, but everything stated in this booklet refer to both men and women

The patient's rights are as follows

- ▶ The right to dignity and privacy;
- ▶ The right to know the identity of the caregiver;
- ▶ The right to a safe environment;
- ▶ The right to representation / a proxy;
- ▶ The right to safeguarding of secrecy of information;
- ▶ Receiving medical information;
- ▶ The right of access to the medical record;
- ▶ Consent to treatment (informed consent);
- ▶ Second opinion;
- ▶ The right to ensuring adequate follow on treatment;
- ▶ Applying to the department director;
- ▶ The right to apply to the ombudsman.



The right to dignity and privacy

- ▶ It is your right to receive treatment irrespective of race, religion, nationality, sex, ethnicity, disability, medical insurance, economic and social situation and sexual orientation.
- ▶ It is your right to receive courteous, professional treatment that considers your dignity, faith, cultural values and religious customs.
- ▶ It is your right to receive treatment while safeguarding your privacy in all stages of care, medical tests and procedures, according to the conditions at the site in which you will be staying.
- ▶ It is your right to ask for the presence of another person as you see fit during the treatment according to the conditions at the site in which you will be staying.
- ▶ It is your right to receive religious services according to the conditions at the medical center. For your information, the medical center campus has a synagogue and a Muslim house of worship.
- ▶ The treatment of a moribund (end of life) patient will be done while ensuring the patient's comfort and dignity, and considering his and/or his family's wishes - according to the rights permitted by law.

The caregiver's identity

- ▶ It is your right to know the name and function of each of your caregivers.
- ▶ It is your right to know whether a member of the attending staff is a student and give your consent to his participation in your care.

The right to a safe environment

- ▶ It is your right to receive treatment in a safe environment and be free from any neglect, harassment and abuse.
- ▶ As a patient at the medical center, it is your right to maintain your independence to the extent that your medical condition permits it.
- ▶ The medical center places special emphasis on the safety of children, the elderly, disabled and other helpless individuals.



The right to representation / a proxy

- ▶ It is your right to appoint a representative to receive information about your health condition when the information cannot be provided to you.
- ▶ It is your right to appoint a proxy in writing, according to the protections prescribed in the law, who will be authorized to give your consent in your place, to receive medical care, in circumstances and conditions that you state, including cases in which you are unable to make a decision.
- ▶ Parents of minors are their natural guardians and have all patient rights that are conferred to their minor children. A court appointed guardian also has these rights in the case of a patient who is a ward.

The right to safeguarding of secrecy of information

- ▶ It is your right to choose the people to whom the staff will be allowed to provide information about your medical condition.
- ▶ It is your right to privacy and safeguarding of secrecy of the information related to you.

- ▶ Details on your medical condition will be visible only to persons involved in your care, your proxy or a person authorized by law.
- ▶ It is your right to have your medical records and personal information confidential and protected against loss or misuse.

Receiving medical information

- ▶ It is your right to receive during your hospitalization current, detailed information in a language that you understand in relation to your medical condition, care and results of tests performed. The information will be given according to the department's procedures.
- ▶ It is your right to receive information about studies and trials that are conducted at that time at the medical center that are directly related to your condition.
- ▶ At the end of your hospital stay, you will be entitled to receive an explanation on your further after discharge from the hospital.
- ▶ Upon being discharged, you will receive a detailed written summary of the course of hospitalization and recommendations for further care in the community.



Your right to access to your medical record

- ▶ You are entitled to receive a medical discharge letter at no cost.
- ▶ You are entitled to receive medical information from your medical record and receive a copy of the record or of imaging tests. Payment must be made for this service according to Ministry of Health guidelines.

Consent to treatment

- ▶ It is your right to ask questions about your treatment and receive the clarifications you need.
- ▶ Your voluntary consent without pressure is your right and an essential condition to your care, except in emergencies.
- ▶ In order for you to be able to decide on the proposed treatment, you are entitled to receive detailed current information on your health condition, diagnosis, manner and type of treatment, risks, odds and side effects that it involves.
- ▶ It is your right to establish the identity of the people you want to participate in making decisions on your care.
- ▶ It is your right to receive information on alternative treatments, if any, and on the consequences of refraining from being treated.

- ▶ Before an operation and certain invasive treatments, you will be requested to give your consent orally and in writing after receiving this information in detail. Do not hesitate to ask clarification questions that come to mind before signing the consent form.
- ▶ If you are offered a place in a clinical study, you will receive detailed information about it in advance and you will be requested to give your consent to participation. You are allowed to withdraw your consent at any stage of treatment according to the rights permitted by law and the medical center's procedures, and this will not prejudice the relations between you and the attending staff.
- ▶ The medical center's staff will honor any decision or direction that you give about end of life treatment, according to the rules prescribed in the law and the medical center's policy in practice.



The right to receive a second opinion

- ▶ We respect your right to consult any medical party who is not part of the direct staff caring for you at the medical center. If you intend to be examined by an outside consultant during your hospital stay, you must inform the department director or another senior physician of this and arrange the visit with him. The department staff will undertake to provide the consultant any medical information that he needs. We clarify that all engagements with and payments to an outside consultant will be at your responsibility and the medical center has no responsibility or commitment to accept the consultation.
- ▶ The medical center is not obliged to follow the consultant's medical opinion.

The right to ensuring adequate follow on treatment

- ▶ A patient passing from one caregiver or medical institution to another is entitled to cooperation between caregivers for ensuring adequate continuity of care. This includes transfer between the medical center's departments.

Applying to the department director

- ▶ It is important for the medical center's management and attending staff to ensure quality of care and your satisfaction and that of your family. It is your right to contact the department director and head nurse on all matters relating to the care and service you have been provided at the reception times announced at the department.



What do we expect of you?

- ▶ Providing correct, precise and full information about your health condition (current complaint, past conditions, hospital stays, drugs and other issues related to your health).
- ▶ Cooperating during the care process.
- ▶ You and your visitors are requested to follow the rules of appropriate conduct within the medical center:
 - ▷ Restrict visits to the visiting hours according to the department's policy in order not to disturb the rest of patients and allow the staff to provide high quality, professional care.
 - ▷ Keep the premises clean and quiet.
 - ▷ Smoking in the area of the medical center is prohibited, except in the places marked and allowed.
 - ▷ Safeguard the hospital's property.
 - ▷ Follow the kosher rules according to The Ministry of Health's policy.
- ▶ Uphold the dignity of the staff caring for you.
- ▶ Leave valuables at the patient admission office vault, to receive them back on the day of your discharge from the medical center. For your information, the hospital's management is not responsible for valuables or loss of personal effects.

Contacting the ombudsman

If you wish to file a complaint or suggestion for improvement to the medical center's management, you have a right to contact the medical center's ombudsman and have your requests answered and responded to. You can contact the ombudsman -
The medical center's management offices

- ▶ Tel/fax 04-6652412
- ▶ Email:
pniyot@pmc.gov.il
- ▶ The medical center's website:
www.poria.health.gov.il

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www.poria.health.gov.il