Patient and Family Rights and Responsibilities

Being a valued patient, you and your family have the following Rights:

- Fully understand and practice all your rights. You may obtain a written copy of these rights either in the form of a brochure or booklet (or any other appropriate form provided by Saudi German Health Group). If, for any reason, you do not understand them, please contact customer relation office for any help including providing an interpreter (If any).
- Full disclosure of health services cost and information related to all services provided by the Saudi German Health Group.
- Receive impartial care and respect of your personal values and beliefs from all staff without discrimination, according to Saudi German Health rules and regulations.
- Receive comprehensive medical care aiming at reaching proper medical diagnosis and treatment of your illness and/or your injury.
- Receive immediate care in emergency cases.
- Know the identity (name and specialty) of the physician responsible for your care.
- Receive comprehensive information about your diagnosis, proposed treatment, any changes in your health status and causes of such changes, alternative treatments, probabilities of treatment success or failure, therapy advantages and disadvantages, possible problems related to treatment and expected results of ignoring the treatment in a simple understandable manner.
- Have an interpreter (upon availability) if the language presents a barrier to understanding details of your comprehensive medical care.
- Give your written informed consent before any surgery, minimally invasive procedure, anesthesia, transfusion of blood and blood products, or any other medical procedures that entail your written consent (according to Saudi German Health rules and regulations) after receiving all information that you may need. This must include the procedure benefits, available alternatives, and all possible risks.
- Participate in your care decision-making. Saudi German Health encourages patients, parents, or legal guardians to participate in planning and implementing the treatment with nurses and physicians.
- Patients and families are engaged in all aspects of their medical care and treatment through education and participation in care and treatment decisions and care processes.
- The group leadership protect the patient's right to identify who the patient wishes to participate in care decisions.
- Obtain a medical report and a copy of medical test results from the Medical Records Section (upon your request), for which the group will charge you according to the local rules and regulations.
- Rest assured, at Saudi German Health, we value the confidentiality of your information throughout your journey with us.
- Choose the treating team doctor (upon availability and operational needs).
- Refuse the treatment. Thus, the treating doctor must inform you of the medical consequences of your refusal. Accordingly, you shall sign a form with your decision.
- Refuse examination or follow-up of your treatment details by any person not directly responsible for your care. For persons who are not directly involved in your treatment, they must have your prior permission to attend your case discussion, examination, and treatment.
- Be protected during treatment from any physical, verbal, or psychological assault.
- If you are considering organ donation, you can receive information directly from your treating doctor. They can provide you with details about the donation process, including the advantages and potential disadvantages associated with it.
- Have a family member or guardian as an escort depending on your health status, as per Saudi German Health rules and regulations. However, due to medical reasons, certain units don't allow this.
- Receive complete explanation of causes to be transferred to another care center, consequent obligations (financial and administrative - if any) and alternatives. Then, Saudi German Health management will make all necessary arrangements to obtain the alternate medical center's approval to receive the referred patient before starting the transfer process.
- Receive – upon your request – an itemized bill explaining all charges regardless paid by yourself or by other sources.
- Complaints and suggestions on services can be submitted through management or patient experience officer in Saudi German Health, or through e-Complaint. The group shall investigate accordingly within 3 to 5 days of complaint submission.
- View your medical record under the supervision of the treating doctor or medical team staff, according to Saudi German Health rules and regulations.
- Saudi German Health respects your right of appropriate assessment and management of pain through well-known therapies and provides you with all necessary information in this regard.
- Saudi German Health is committed to giving dignified care to patients suffering from incurable diseases and dying while respecting their needs in accordance with the rules and laws of the regulatory bodies in the United Arab Emirates.
- The hospital supports the patient's right to assessment and management of pain and respectful compassionate care at the end of life.
- Request to seek a second opinion without fear of compromise in the care process

Being a valued patient, you and your family have the following Responsibilities:

- Respect Saudi German Health's rules and regulations.
- Show consideration for others and deal with other patients and staff with respect.
- Respect the privacy and comfort of other patients.
- Provide complete and accurate information about present complaints, past illness, previous hospitalization and treatment, and any known drug allergy.
- Follow the treating doctor's instructions.
- Hold the responsibility for refusing or not following the treatment plan, after being informed of consequences.
- Avoid delay in taking appointment from the appointment office as soon as it is request by the doctor.
- Attend the appointment on time. If you want to cancel it, inform the Appointment Office 48 hours in advance.
- Respect the priority given to emergency cases.
- Observe safety regulations including the no-smoking policy, no alcohol and drug policy, no pets allowed policy, maintaining the cleanliness of the place, personal and hand hygiene, etc…
- Treat the health facility appropriately by avoiding losses of the group properties and any damage to the surroundings, furniture and/or equipment by yourself, your family members or guests.
- Obtain the facility management permission before taking any photographs and/or Video in the Facility for commercial or public use. That also includes staff or patients photography.
- Ensure that financial obligations due for Saudi German Health are fulfilled promptly (if any).
- Give requested samples and attend medical checkups on time.
- Avoid bringing valuable personal belongings to Saudi German Health. The management of Saudi German Health will not be held responsible for loss of / damage to such belongings. However, in emergency cases, you must notify nurses and give them these valuables in the presence of the Saudi German Health security staff against duly signed special forms. You must keep a copy of this form and verify the recipient's official identity. The Hospital management is not responsible for any consequences resulting from non-adherence to the above instructions.