



PATIENT'S CHARTER

Patient Rights

- Right to access to health care
- Right to be treated with respect and dignity
- Right to be informed regarding the diagnosis, treatment and prognosis
- Right to consent before starting the proposed treatment / procedure
- Right to choice of care
- Right to privacy and confidentiality
- Right to care of acceptable quality standards
- Right to safe and security
- Right to information on expected costs of treatment
- Right to healthy environment
- Right to education about the health care needs
- Right to voice a complaint

Patient Responsibilities

- Give your health care providers as much information as you can about your patient past illness any allergies and any other relevant details.
- To follow the prescribed treatment plan recommended by those responsible for
- Provide complete and accurate information including full names, address and other information.
- Read all medical forms including consents thoroughly prior signing.
- Paying your bills promptly as per the hospital policy and keeping in touch billing department to know the future expenses of the treatment.
- Follow the rules and regulations of Malla Reddy Hospital.
- Treat hospital staff, other patients and visitor's with courtesy and respect
- Safety of your valuables is at your own risk.

Patient's Treatment

- All the patients admitted in the hospital are treated as per hospital policy.
- Diet is provided for In-patient's is fare of cost.
- Outside Food and Medicines not allowed in the hospital.
- Admitted patient's should contact the staff nurse / floor coordinator for any medical assistance they need.

In case of any grievance Please contact Ph No: **9676017777**