



RUMAH SAKIT UMUM
SARILA HUSADA

Patient Rights and Obligations

Patient Rights

1. Obtain information about the rules and regulations applicable in the Hospital.
2. Obtain information about the rights and obligations of the patient.
3. Obtain humane, fair, honest and non-discrimination services.
4. Obtain quality health services in accordance with professional standards and standards of operational procedures.
5. Obtain effective and efficient service so that patients avoid physical and material losses.
6. File a complaint for the quality of service obtained.

7. Choose a doctor, dentist and treatment class according to his wishes and the regulations applicable in the Hospital.
8. Request consultation about the disease suffered to other doctor who have a License of Practice (SIP) both inside and outside the Hospital.
9. Obtain the privacy and confidentiality of the disease suffered including medical data.
10. Obtain information that includes the diagnosis and procedure of medical action, the purpose of medical actions, risks and complications that may occur and the prognosis of the actions taken and the estimated cost of treatment.
11. Give approval or refuse to take action to be taken by health workers against the disease suffered.
12. Accompanied by his family in critical condition.

13. Perform worship according to his religion or beliefs as long as it does not interfere with other patients.
14. Obtain his safety and security while in Hospital.
15. Propose, suggestions, improvements to the hospital's treatment of him.
16. Refuse spiritual guidance service that are incompatible with his religion and beliefs.
17. Sue and sue the Hospital is suspected of providing services that are not in accordance with standards either civilly or
18. criminally.
Complaining about Hospital services that are not in accordance with service standards through print and electronic media in accordance with the provisions of the laws and regulations.

Patient Obligations



1. Comply with hospital regulations.
2. Use hospital facilities responsibly.
3. Respect the rights of other patients, visitors and the rights of health workers and other officers who work in hospital.
4. Provide honest, complete and accurate information in accordance with their abilities and knowledge about their health problems.
5. Provide information about the financial capacity and health insurance it has.
6. Comply with the therapy plan recommended by the Health Workers in the Hospital and Approved by the patient concerned after receiving an explanation in accordance with the legislation.

7. Comply with the therapy plan recommended by the Hospital and Approved by the patient concerned after receiving an explanation in accordance with the legislation.
8. Provide compensation for services that have been received.



Rules for visitors and patients' families

1. Visiting time :
Afternoon : 5 p.m until 7 p.m
2. Patients treated in class I, II, III, and VIP can be waited on by one family member.
3. Children under the age of 12 are prohibited from entering the hospital environment except for treatment.

4. Patient visitors are required to maintain the cleanliness and order of the hospital :
 - no smoking in the entire hospital area
 - not sitting or sleeping in the patient's bed
 - do not carry firearms or sharps
 - do not litter
 - do not bring sleeping equipment and electrical equipment
 - not washing clothes in the patient's bathroom
 - not drying clothes in the patient's bathroom
 - don't make noise or fuss
 - don't put valuables anywhere
5. All patient waitors are required to carry a patient waiting card and after the patient is allowed to go home, the waiting card must be returned to the hospital staff.
6. We give authority to hospital staff to remind visitors or patients' families who are not in order to obey the rules above.

Management

HPK team of Sarila Husada Hospital