

# PATIENTS' BILL OF RIGHTS (PBoR)



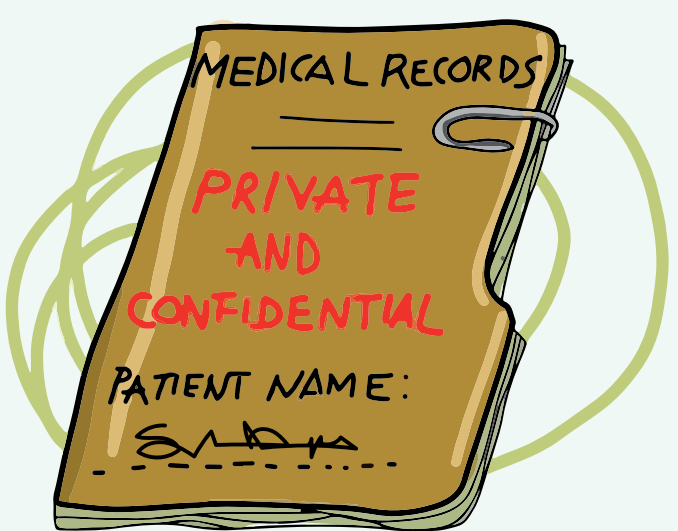
1. Right to relevant information in a language and manner the patient understands, including diagnosis, treatment, other procedures and possible outcomes.



2. Right of timely access to detailed and accurate medical records and available services.



3. Right to transparent billing and full disclosure of any cost, including recommended treatment plans.



4. Right to privacy, and confidentiality of medical records.



5. Right to clean, safe and secure healthcare environment.



6. Right to be treated with respect, regardless of gender, race, religion, ethnicity, allegations of crime, disability or economic circumstances.

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**7.** Right to receive urgent, immediate and sufficient intervention and care, in the event of an emergency.



**8.** Right to reasonable visitation in accordance with prevailing rules and regulations.



**9.** Right to decline care, subject to prevailing laws and upon full disclosure of the consequences of such a decision.



**10.** Right to decline or consent to participation in medical research, experimental procedures or clinical trials.



**11.** Right to quality care in accordance to prevailing standards.



**12.** Right to complain and express dissatisfaction regarding services received.

Follow us on any of our social media channels for updates on the Patients' Bill of Rights and other information.

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