

Taipei Veterans General Hospital Patient Rights and Responsibilities

Patient Rights

1. Right to receive considerate and respectful care

The patient should be treated with appropriate respect at all times and in all places during their hospitalization. All medical professionals in our hospital wear identification cards, and patients can refuse medical care from medical professionals without identification cards.

2. Right to privacy with respect to his or her medical condition

During the medical treatment process, patients need to inform medical personnel about their condition and health status, which are considered private information. The medical professionals have obligations of confidentiality, should comply with legal and ethical standards, and are not permitted to disclose medical information about you to others without your consent. Also, our hospital will respect the patients willingness to or not to disclose information related to their hospitalization to family members or visitors within the scope of legal and ethical considerations. Please inform the hospital in advance to facilitate the process.

3. Right to being treated fairly and equitably

Our hospital treats all patients equally. You will receive fair and impartial medical care regardless of age, gender, race, nationality, educational level, geographic location, socio-economic status, religion, political affiliation, or any other distinguishing characteristic or trait.

4. Right to have appropriate care given by competent workers

Hospitals and medical personnel should provide patients with proper and complete medical care. Patients should be able to receive continuous and consistent medical care or follow-up until the completion of a treatment course without any unexplained interruptions of medical services.

5. Right to receive care in a safe setting

Hospitals and medical professionals are expected to adhere to established standard operating procedures to provide medical treatment and care. They must prioritize patient safety and ensure appropriate safeguards are in place to prevent harm resulting from medical errors or mistakes.

6. Right to information about the illness, course of treatment, and prospects for recovery in terms the patient can understand

During consultations and hospitalizations, physicians should explain the patient's condition, relevant

information about examinations, the progression of the illness, treatment plans, procedures, medications, prognosis, and potential risks to the patient or their family members. Patients could ask physicians or other healthcare providers for further explanation or clarification when having any questions or concerns about the medical services provided by medical personnel. Suppose a patient needs to undergo surgery, invasive examination or treatment, anesthesia, blood transfusion, or high-risk therapy. In that case, the physician will explain the reasons for the procedure, the success rate, potential complications, and risks before the procedure. Then, the patient, family member, or authorized representative(s) will be asked to sign a consent form. All of the above-mentioned examinations or treatments will only be performed after obtaining consent. However, according to medical regulations, in case of emergency situations where the patient's life is at risk, medical procedures can be performed without obtaining consent.

7. Right to active participation in decisions regarding medical care

There is usually more than one means for diagnosis and treatment. Patients and their families have the right to participate in discussions and the development of the treatment plan. Medical personnel should clearly explain the possible treatment options to the patients and their families, provide recommendations, and engage in thorough communication and discussion. Patients and their families can choose the most appropriate treatment option based on their considerations to achieve a shared decision-making consensus between the patients and healthcare providers. We respect the right to seek a second opinion, and there is no need to worry about any consequence on the quality of the original medical services.

8. Right to refuse or consent for treatment under clinical research/clinical trial

As a teaching hospital, we aim to improve healthcare quality and promote medical education to cultivate future medical personnel. Also, we may conduct clinical trials approved by the hospital's Institutional Review Board. Suppose medical personnel asks for your consent to participate in a clinical trial; they should clearly explain the relevant information about the trial. You have the right to refuse any non-treatment-related examinations, research, tests, or other related activities. Your refusal will not affect the attitude of the medical personnel within the hospital towards you or the quality of medical services provided to you.

9. Right to request, access, amend, and receive accounting of disclosures regarding his/her medical health information

To protect the privacy of patients, the hospital is obligated to keep confidential all information regarding the patient's medical condition and medical records, and to maintain their safekeeping. Such information may not be disclosed without the patient's consent. However, if a patient needs to obtain a copy of their medical records, they have the right to do so in accordance with the regulations and

procedures set by the hospital.

10. Right to voice complaints freely and recommend changes regarding the quality of services through the established process

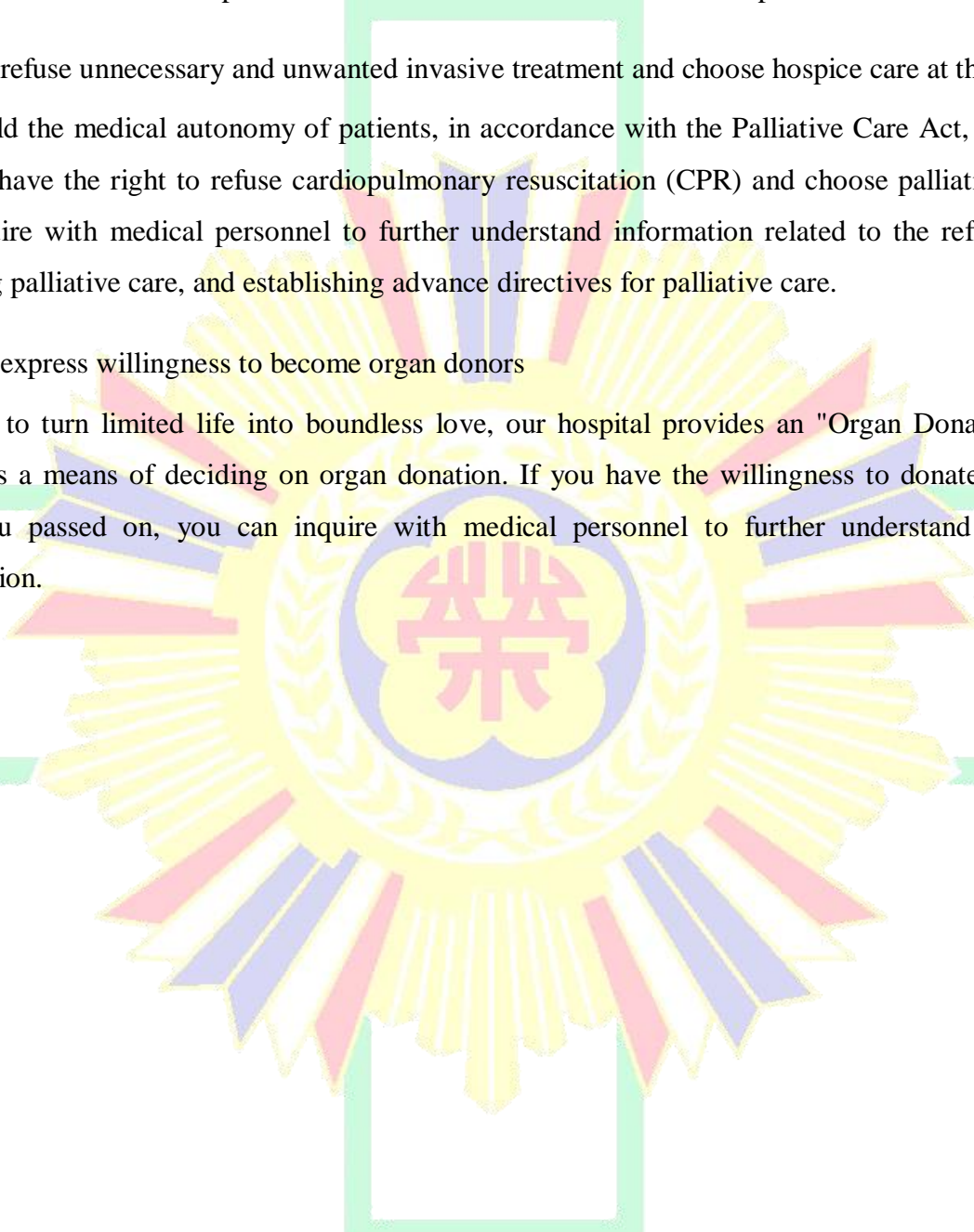
You have the right to provide suggestions or express gratitude for any of the hospital's services, and the hospital will handle and respond to them in accordance with established procedures.

11. Right to refuse unnecessary and unwanted invasive treatment and choose hospice care at the end of life

To uphold the medical autonomy of patients, in accordance with the Palliative Care Act, terminally ill patients have the right to refuse cardiopulmonary resuscitation (CPR) and choose palliative care. You can inquire with medical personnel to further understand information related to the refusal of CPR, choosing palliative care, and establishing advance directives for palliative care.

12. Right to express willingness to become organ donors

In order to turn limited life into boundless love, our hospital provides an "Organ Donation Consent Form" as a means of deciding on organ donation. If you have the willingness to donate your organs once you passed on, you can inquire with medical personnel to further understand the relevant information.



Patient Responsibilities

1. Responsibility to provide accurate and complete information about the present complaint, past illnesses, hospitalizations, medications, and other health matters

The first step in diagnosing a disease is understanding the patient's medical history. Medical personnel must know the patient's basic information (age, native place, birthplace, residence, occupation, education level, marital status, religious beliefs, and particular preferences), major health problems, the current state of illness, and past medical history (including HIV/AIDS, tuberculosis, and other infectious diseases), personal habits (smoking, drinking, chewing betel nut), allergies, family medical history, travel history (activity history), contact history, as well as the medical treatment received at other medical institutions, etc. Patients are responsible for providing truthful and detailed information to medical personnel regarding the aforementioned information.

2. Responsibility to follow the treatment plan agreed upon with his/her primary healthcare professional

During the diagnosis process, patients are responsible for cooperating and accepting various necessary diagnostic measures, following the prescription or health education, and receiving appropriate treatment after sufficient communication with medical personnel. Good doctor-patient communication helps with disease treatment and control. Patients and their families can ask medical personnel questions or clarify any uncertainties during medical care, request explanations, express their considerations, and participate in medical decision-making discussions. In addition, during treatment, if you want to try traditional Chinese medicine or folk remedies, please discuss it with your doctor first. Do not privately use treatments outside the doctor's prescription to avoid side effects.

3. Responsibility to follow applicable law

Patients have the responsibility to comply with relevant laws and regulations issued by the government and hospital regulations, not to borrow others' national health insurance cards, not to make false descriptions of their medical condition, not to request doctors to issue fraudulent medical certificates, inform the ward staff if you need to leave the hospital for any reason and back to the ward on time, pay the necessary medical expenses and other fees, wear patient clothing and identification bands during hospitalization, cooperate with the hospital's infection control measures, and be aware of the disposal of infectious waste, etc.

4. Responsibility to respect others

Hospitals are public spaces. During medical treatment, patients should respect the privacy and rights of others and avoid disruptive behavior, including: not eavesdropping on others' medical conditions, not

making loud noises, not using drugs, not smoking, drinking, or chewing betel nuts, being mindful of hygiene, and considering whether nighttime lighting affects others, etc.

5. Responsibility to make good use of medical resources and avoid wasting

Medical resources are valuable and limited; everyone should cherish them and avoid wasting them. This includes: not requesting physicians to use National Health Insurance resources for personal health checks, not requesting physicians to provide non-therapeutic drugs, complying with physician instructions for treatment, and bringing diagnosis and imaging data from other medical institutions for reference when seeking referrals.

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