

# Taipei Veterans General Hospital Patient's Rights and Obligations

## Patient's Rights

### 1. The right of being respected

When you are receiving treatment in the hospital, regardless of wherever and whenever you are, you should be respected properly. For the medical staff not wearing a nameplate or staff ID, you can refuse the medical service provided by such staff.

### 2. The right of privacy right to be protected

During the treatment process, you may need to tell the medical staff about your privacy such as state of illness, health situation etc., and such concerned medical staff shall fulfill the confidentiality obligation pursuant to the law or ethical norms and shall not disclose such privacy for no reason. If you are not willing to let visitors to inquire about your information of staying in hospital, please inform the hospital in advance. If you are not willing to let specific family to know about your state of illness, please inform the nursing station or your attending doctor in writing in advance for the convenience of handling.

### 3. The right of receiving fair treatment

The hospital will treat of all patients equally without discrimination, regardless of your age, gender, race, nationality, education background, geographical location, socio-economic status, religious belief, party affiliation and other factors; you will receive fair treatment in terms of medical care.

### 4. The right of receiving proper medical care

The hospital and medical staff shall provide you proper and complete medical care. You can continuously receive consistent medical care or be traced until the end of a period of treatment, the hospital and medical staff will not suspend your medical service without any reason in the midway.

### 5. The right of safety being protected

There might be risk of accident or medical complication occasionally during the treatment process, despite such risk cannot be avoided completely, the medical staff shall carry out treatment work in accordance with all kinds of standard operation procedures, dedicating to protect your safety and safeguard it properly, and avoid damages to you due to the mistake in medical care.

6. The right of knowing about the treatment procedure and state of illness

Sticking to the philosophy of "The patient is the medical subject", during period of the treatment and staying in hospital, when the doctor is offering a treatment, the doctor shall explain the state of illness, examination, inspection related information, treatment policy and prognosis situation to you or your family. Should you have any question about the medical service provided by the medical staff, you may ask the doctor or other medical staffs and request for explanation. If you need to receive an operative treatment, pursuant to the regulation, the hospital will firstly ask you or your spouse, relative or relevant party to sign Letter of Consent on Operation and Anesthesia, before the signature, the doctor will firstly explain the reasons of operation, achievement ratio of operation or potential medical complication and danger, the hospital will conduct operation and anesthesia for you only with the consent of you or your spouse, relative or relevant party. However, in case of emergency, in order to rescue the patient's life, the hospital may conduct operation for the patient first pursuant to Medical Service Act.

7. The right of selecting treatment method

Normally there is more than one treatment method, the medical staff shall explain to you the possible treatment method and propose suggestion to you. You may select the treatment method most suitable to you according to the explanation and suggestion of the medical staff, and you have the right to make a decision different to the suggestion of the medical staff, provided that both parties shall have sufficient communication and understanding, and such decision will not affect the medical staff's service attitude to you and the quality of medical treatment provided.

8. The right of choosing to participate in or refusing the clinical test

The hospital is a teaching hospital, in order to improve the quality of medical treatment and promote medical education and cultivate excellent medical staff, the hospital will carry out the clinical test reviewed and approved by the Institutional Review Board of the hospital. If the medical staff of the hospital inquires you about the consent to participate in clinical test, the inquirer is obligatory to explain the affairs related to the clinical test clearly. However, you have the right to refuse any inspection, test and other activities not related to the treatment. Your refusal will not affect the medical staff's service attitude to you and the quality of medical treatment provided.

9. The right of acquiring personal medical records

The data of medical records are all kinds of records of the patient when receiving treatment in the hospital, they are the data necessary for reference in continuous caring of patient. In order to protect the privacy of patient, the hospital shall keep medical records properly, therefore, the data of medical records shall not be acquired by anyone randomly. When you need to acquire personal medical records,

you have the right to ask the hospital for the copy of any personal medical records pursuant to the regulation.

10. The right of reflecting opinion and complaints

You have the right to propose opinions on all kinds of services provided by the hospital, and the hospital shall handle and respond pursuant to the regulation.

11. The right of not receiving cardiopulmonary resuscitation (DNR) and choosing hospice palliative care

You may ask the medical staff about the relevant information on not receiving cardiopulmonary resuscitation, and choose hospice palliative care and pre-choosing hospice palliative care as mentioned above.

12. The right of expressing the willingness of organ donation

You may express your willingness of organ donation to the medical staff of the hospital and acquire relevant information on organ donation.



## Patient's Obligations

### 1. The obligation to provide information

The first step in diagnosing an illness is to learn about the medical history. The medical staff must know about your personal basic information (including age, native place, place of birth, domicile, occupation, education background, marital status, religious belief and particular likes and dislikes etc.), major problems, current state of illness and past medical history (including aids, tuberculosis and other infectious diseases), personal hobbies (including smoking, drinking, betel nut chewing), allergic condition, family medical history and the situation of treatment you received in other places etc. For the information mentioned above, you are obligatory to provide them to the medical staff in details.

### 2. The obligation of cooperating with the treatment

Sometimes the diagnosis of an illness is not easy, it needs several or repeated examinations. During the period of diagnosis, after sufficient communication with the medical staff, you are obligatory to cooperate in accepting all kinds of necessary diagnosis measures, so that the illness can be diagnosed as early as possible. Sometimes the treatment of an illness needs a certain time to take effect, and some illnesses must be treated with continuous medicine taking and periodical tracing. You are obligatory to understand and follow the prescription or instruction of the medical staff so as to receive appropriate treatment. Besides, during the treatment, if you wish to try traditional Chinese medicine or folk therapy, please discuss with your doctor first, do not privately receive the treatment other than the prescription of the doctor, so as to avoid the side effect.

### 3. The obligation of complying with laws and regulations

You are obligatory to comply with relevant laws and decrees promulgated by the government on national health insurance and regulations of the hospital, such as do not use other's health insurance card, do not give false statement on state of illness, do not ask the doctor to issue false certificate of diagnosis, ask for leave when going out and return on time, pay the necessary costs for the medical treatment and other costs of medical treatment, wear patient's clothes and hand circle when staying in hospital, and pay attention to the handling of infectious waste etc.

### 4. The obligation of respecting others

The hospital is a public place, when receiving medical treatment in the hospital, you are obligatory to pay attention to not affecting others in your own living life, including: do not make noise, do not eavesdrop in others' state of illness, do not use drugs, no smoking and drinking, pay attention to personal grooming and hygiene, and pay attention to whether the lamplight is affecting others at night or

not, etc.

5. The obligation of cherishing medical resources

Since the medical resources are very limited, everyone is obligatory to save and avoid wasting medical resources. Obligations shall be assumed by you include: do not ask the doctor to conduct personal physical examination with health insurance resources, do not ask the doctor to prescribe vitamin pills for non-treatment purpose, receive treatment by following the doctor's instruction and do not ask for extra examination or treatment. When transferring for medical treatment, you shall provide the data of receiving diagnosis in other hospitals, and film and disc in image examination etc. to the hospital as references.

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