



Knowing Your Rights and Responsibilities

The National University Hospital's (NUH) mission, core values and commitment are directed to the delivery of healthcare of the highest quality and putting patients first. NUH is a university hospital and adopts a team-based approach that includes medical personnel in training.

PATIENT RIGHTS AND RESPONSIBILITIES

We have outlined your Rights and Responsibilities when you use our services. Your rights as a patient in NUH are in keeping with our own objectives to provide high quality care and deliver the best possible outcome for our patients. Knowing and understanding your rights and responsibilities will make your relationship with our healthcare providers a mutually beneficial one.

All our staff will strive to make your stay at or visit to NUH a pleasant and comfortable one. If you have any concerns or if you need any assistance, please do not hesitate to approach our staff.

A. Our Objectives

+ To Provide Patients With The Highest Quality Medical Care

- We endeavour to provide you with quality medical care through dedicated medical personnel whose primary objective is to safeguard your well being, and treat your medical condition.
- All medical decisions and recommendations on your treatment are made after careful deliberations and taking into account all available information and facts concerning your condition.

+ To Treat All Patients With Dignity And Respect

- You shall receive considerate, respectful, appropriate and cost-effective medical care, regardless of your age, gender, race, nationality, social status, physical or mental abilities.
- The hospital endeavours to respect your emotional, social, spiritual and cultural needs. You may express your spiritual beliefs and cultural practices and we endeavour to have them respected within the course of your care and treatment at the hospital. This freedom of expression is permissible so long as the act does not cause disturbance or harm to others.

- You and/or your family will be informed of the medical treatment that you will receive, and you can accept or refuse medical care or recommended treatment to the extent permitted by law. In so doing, you have to accept the responsibility for any medical consequences resulting from your decision.

This includes the right to formulate an Advance Medical Directive (AMD)* or to appoint a surrogate to make your healthcare decisions. If you provide the hospital with a copy of your AMD, the hospital will respect your wishes, to the extent permitted by law and the hospital's policy.

- * Advance Medical Directive (AMD) is a legal document, which you sign in advance to inform the doctor treating you (in the event that you become terminally ill and unconscious) that you do not want any extraordinary life-sustaining treatment to be used to prolong your life. For more information on AMD, please check MOH website (MOH | Advance Medical Directive).
- If the patient has been found by the physician to be mentally incapacitated (e.g., unable to understand the proposed treatment or communicate his/her wishes regarding it) then, legal guardians or legally authorised person may exercise (to the extent permitted by law) the rights delineated on behalf of the patient.
- An informed consent will be obtained for all research studies involving human subjects including donation of tissues for research. You can decline to participate in or withdraw from research studies that are related to your illness at any time. Your refusal to participate will not affect the level of care you receive.
- You are entitled to be treated with dignity in a humane environment that affords reasonable protection from harm. Your personal safety includes:
 - Receiving care in a safe setting.
 - Being free from physical restraints or seclusion, unless medically required in situations where there is a substantial risk of imminent harm to yourself or others.
 - Being provided with appropriate protection, especially for the disabled, the elderly or vulnerable children.
- You have the right to seek a second opinion for your medical condition. Your healthcare team will understand your wish and provide you with the necessary guidance and support.
- You have the right to request for a chaperone when undergoing a physical examination by a healthcare professional.

+ To Make Known The Identities And Roles Of Each Patient's Healthcare Team

- You are entitled to know the identity of the doctor who is in charge of your care and treatment.
- You are entitled to know the identities and roles of other healthcare team members involved in your care and treatment.

+ To Maintain Privacy And Confidentiality Of Patients' Medical Records

- You will be interviewed, examined and treated in surroundings designed to give you reasonable privacy.
- You are entitled to have your medical records read only by individuals involved in your care or by individuals who are monitoring the quality of your care or involved in medical research and education as authorised by law or the hospital. All information and records regarding your care will be kept confidential.
- You can obtain a copy of your medical report in accordance with the hospital's policy.

+ To Provide Explanation, Education And Counselling To Patients

- You will be told about your medical condition, planned treatment and expected results in a language you can understand.
- You will be informed of the care needed after discharge.

+ To Address Patients' Queries

- When you would like to obtain information necessary to enable you to make decisions, please feel free to ask any questions and the hospital will endeavour to answer all your queries.
- If you have queries on the accuracy of your bills and hospital charges, you can request for a summarised list of charges and obtain information about these charges.

+ To Provide A Channel For Patients' Compliments and Feedback

The hospital appreciates feedback on areas we can improve. We also appreciate your compliments if your experience has been a pleasant one.

You can contact our Quality Service Manager (QSM) at 1800-778-9243 during office hours (8:30 am – 5:30 pm, Monday to Friday), or e-mail qsm@nuhs.edu.sg.

+ As A Patient In NUH,

- You have the right to leave the hospital against the advice of your doctor, unless otherwise stated by law or you have certain diseases or are in legal custody. If you choose to do so, the hospital and doctors will not be held responsible for any medical consequences pertaining to your health thereafter. You will be required to sign an 'At-Own-Risk' form that will discharge the hospital of any responsibilities.
- You have the right to meet and talk with family, friends and other visitors during visiting hours, unless your doctor or the hospital's policy orders otherwise. You and your family also have the right to refuse visitors.

B. Patient And Family Responsibilities

At NUH, you and your family are an important part of our healthcare team and play a vital role in making your care and treatment safe.

Providing quality healthcare is an effort that requires close co-operation between patients and healthcare providers. Patients can take responsibility for their care by helping the medical team give the best possible care and treatment.



+ Provision Of Information

You are required to:

- Provide complete and accurate information about your health, including present condition, past illnesses, hospitalisation, medication and any other matters pertaining to your health that the hospital should be aware of.
- Provide complete and accurate personal particulars including your full name, address, contact numbers and date of birth where necessary.
- Provide the hospital with a copy of your AMD if you have one, and want it to be exercised during your admission.
- Ask questions if you do not understand the diagnosis or your treatment plan. You and your family members are responsible for indicating to the hospital staff whether you clearly understand what is expected.
- Communicate changes in your health and/or condition.

+ Following The Doctor's Recommended Treatment Plan

You are required to:

- Participate actively in your treatment including decision-making regarding your treatment plans. This includes taking your medicine and keeping to follow-up appointments.
- Inform the hospital of any obstacles which you may face in complying with the prescribed treatment plan.
- Take responsibility for any consequences if you refuse medical treatment or leave the hospital against medical advice.

+ Respect And Consideration For Others

You and your family members are required to:

- Abide by all hospital rules and regulations pertaining to patients and visitors.
- Treat all hospital staff, other patients and visitors with courtesy and respect.
- Keep to your appointment time. If you are unable to do so, notify the hospital early.

- Respect the privacy of other patients.
- Be responsible for the safekeeping of your own valuables and personal possessions while in the hospital.
- Treat the hospital's properties and facilities with due care and responsibility.

+ Religious Counselling

- You are welcome to arrange for a religious counsellor to visit and/or pray for you while you are in the hospital.
- Please inform the nurse if you are expecting a religious counsellor to visit.
- Out of respect for other patients, please conduct your religious prayers quietly by your bedside, so that others will not be disturbed.
- If you need help in finding a religious counsellor or religious centre in Singapore, we can provide you with a list of contacts where such services are available. The nurse, patient service centres or the medical social worker can also help to facilitate a spiritual counselling session. There is also a list of spiritual centres in the Singapore Phone Directory.

+ Hospital Charges

You are required to:

- Pay any financial obligations resulting from the care and treatment provided to you by the hospital promptly.
- Seek clarification promptly if there are financial issues that you do not understand.

+ Donation Of Organs

The only hope for patients with organ failure lies in transplantation. Transplantation is a process in which a healthy organ (such as liver or kidney) from a donor is placed into the body of the patient with organ failure. Organs for transplantation may be obtained from living donors or deceased persons. According to the Medical (Therapy, Education and Research) Act (MTERA), anyone 18 years old and above, regardless of nationality, you can pledge to be an organ donor and help save lives. Many people can potentially benefit from a donor.



Organ donation is a personal decision, but it is always advisable to discuss your wishes regarding organ donation with your family members so that they are aware of your wishes.

The revised Human Organ Transplant Act (HOTA) allows for the kidneys, liver, heart, and cornea to be recovered in event of death from any cause for the purpose of transplantation. This applies to all Singapore Citizens and Permanent Residents, 21 years old and above who are of sound mind, unless they have opted out. Those who are under HOTA will not only have the chance to help others, but will also have higher priority on the waiting lists should they need an organ transplant. This will be critical when the need arises.

Besides deceased organ donation, HOTA also provides for the regulation of living donor organ transplantation (i.e., the removal of organs from a living donor for transplantation into a patient).

To be a living organ donor, prior authorisation from the Transplant Ethics Committee is required before the transplant can proceed. This applies to donors who may be related to the recipient and those who are not.

For more information on organ donation, you can approach your doctor or nurse, or contact the National University Centre for Organ Transplantation (NUCOT) at (65) 6772 2930 or (65) 6772 4864.

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Information is correct at time of printing (Mar 2023) and subject to revision without prior notice.