



It starts with MyHealth

MYHEALTHCLINIC

In line with MyHealth Clinic's mission to empower people in taking care of their health, we believe that educating our patients with their rights and responsibilities is a must. Our patients should be well-informed of the quality of care they deserve and their duties as patients so that we can serve them to the best of our ability.

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# PATIENT'S RIGHTS

## 1. Right to value-added healthcare and humane treatment

We believe that every person has the right to receive proper healthcare and treatment from our healthcare team without discrimination. Each patient is entitled to all the available choices for his/her medical care. Our clinic will also ensure that all patients are treated fairly and with their best interest in mind.

## 2. Right to respect

We recognize that every patient comes from different walks of life and each one should be respected in all aspects. A patient's values, culture, and religion should be treated with empathy and understanding at all times.

## 3. Right to privacy and confidentiality

We strive to provide our patients with compassionate care and with that comes security and protection. All information about a patient should be kept confidential and handled in compliance with the Data Privacy Act. The right to privacy and confidentiality also includes restrictions to photographing, video-taping, publicizing, or revealing the identity of a patient if there is no consent or legal authority to do so.

## 4. Right to health education

Our value-based healthcare puts a significance on health education. Patients should not only receive medical treatment, but they also have the right to know what it is for and how they can continue to live healthy. Our healthcare team is obligated to provide proper health education and answer health-related inquiries within their capacity and expertise. This also includes informing the patient of his/her rights and responsibilities.

## 5. Right to disclosure of and access to information

Patients have the right to know everything going on about their health, including the nature and extent of their conditions or diseases, their medical records, results, evaluations, treatment changes, and contemplated procedures. All this information will be disclosed to the patient and/or their legal guardian/s for proper communication and comprehension.

## 6. Right to options and freedom to choose

The patient's choice will always be respected. They are free to choose their healthcare provider and physician/s. The patient is also allowed to seek for other physicians' opinions, even in other health institutions.

When it comes to decisions on how to proceed with the patient's care, the patient should be informed of their available options and what each option entails. Regardless of anyone's advice, the patient has the right to receive the treatment he/she chooses.

## **7. Right to informed consent**

With every procedure, treatment, or service, our healthcare team members have the responsibility to provide complete and honest information about them to the patients, including the consequences of any decisions patients would make. Patients have the right to only give consent if they fully and clearly understand what they are consenting to.

There may be unique cases with regards to getting patients' informed consent such as the following:

### **a. Unconscious Patients**

If consent is needed from an unconscious patient, it will be obtained from a legally entitled representative. If one is not available and medical intervention is needed, the consent may be presumed by thinking of the patient's best interest in mind.

### **b. Legally Incompetent Patients**

For patients that are not of legal age or considered as legally incompetent, the consent of their legally entitled representative is required. However, the legally incompetent patient should still be involved in the decision making as much as he/she can. Our physicians will always serve with the patient's best interest in mind.

### **c. Exceptional or emergency cases**

These may include but are not limited to procedures mandated by law, patients being at imminent risk, waived consent in writing, and conforming to medical ethics. In cases where it is applicable, consent of a legal parent/guardian or next-of-kin is secured. For those that explicitly do not need it, informed consent may be waived. Regardless, our physicians will always serve with the patient's best interest in mind.

## **8. Right to refuse**

Along with the patient's right to informed consent comes the right to refuse. Our healthcare team will do their best to recommend healthcare options and relay all the information and possible consequences to our patients so that they can make a fully informed decision of how to proceed with their health management. If a patient decides to refuse tests and procedures requested by a physician, we will respect this decision as long as the patient will sign a waiver indicating that they refused to have it. The right to refuse is also applicable to refusing treatment from a specific physician or staff and participation in any medical research or activity.

## **9. Right to leave**

We believe that patients should be in full control of their health and our clinic is only here to guide and help them. Our healthcare team will make sure that patients are fully informed of the repercussions of leaving against medical advice, so that patients can soundly decide if they would like to leave. Should they proceed with leaving, they would need to sign a waiver indicating that they have chosen to do so against medical advice. However, if his/her leaving becomes a legal or public safety concern, the patient must submit to the rules of the law or authorities.

## **10. Right to express grievances**

Our clinic values our patients' opinions and concerns. We believe it is their right to voice out valid complaints and grievances towards our products and services. This allows all parties involved to settle disagreements and resolve issues properly.

# **PATIENT'S RESPONSIBILITIES**

## **1. Know their rights and responsibilities as a patient**

Knowing one's rights allows patients to know the quality of care they deserve, while knowing their responsibilities and committing to it strengthens our ability to provide it.

## **2. Provide accurate and complete information at all times**

Patients should make sure that all health-related and insurance information they give to our clinic staff and physicians are truthful and complete to avoid problems in their health treatment and transactions. Patients must also be proactive in providing information that may be vital to their diagnosis or treatment, including unexpected changes in their health condition, anticipated problems, and personal requests or preferences.

## **3. Fully understand their health treatment, costs, and other information**

We highly encourage our patients to exercise their right to health education, disclosure of and access to information, and informed consent. With that, they have the responsibility to ask questions and request for more information if they need it. Our healthcare team would gladly help our patients in getting a clear understanding of their health situation, their healthcare management options, and other queries.

## **4. Follow clinic rules and policies**

Our patients are obligated to respectfully follow all clinic rules and policies. If they fail to do so, they may be denied entry, service, or other actions by our clinic authorities. Rest assured,

our clinic only imposes rules and policies for the safety and welfare of our patients, staff, and healthcare team.

**5. Settle their financial obligations to our clinic and physicians**

Patients have financial obligations when they avail of our clinic's services. We will do our part in informing patients with their bills and other pertinent information, but it is the patient's responsibility to settle these financial obligations diligently.

**6. Recognize the impact of their lifestyle and health decisions to their health**

Our clinic staff and physicians will definitely do their best to provide advice, options, and healthcare management services so that patients can manage their health in the best way. However, at the end of the day, a big part of the responsibility of a patient's wellness and lifestyle is in their hands.