

# Patient Rights Booklet

*"He will call me and I shall answer him;  
I am with him in trouble;  
I shall rescue him and I shall honor him."  
(Psalms 91:15)*





## We Believe That

Every person has a unique personality with his/her own treatment needs. We at the Baruch Padeh Medical Center in Poria support your right to receive high-quality, professional and considerate care.

Therefore, the hospital takes measures to protect this right, without discrimination.

For this purpose, the hospital has a multi-professional and skilled team whose role is to provide a comprehensive response to your physical, mental, spiritual and social needs.

The hospital staff recognizes your right to make decisions concerning the way you are treated. Thus, it is important for you to discuss those issues with the staff members.

We, on our part, shall do the best we can in order to ensure a process that will allow you to reach the best decision concerning yourself.

This booklet brings a detailed description of your rights and obligations as a patient, during your stay in the hospital. Our staff will continue to work towards promoting patient rights and high quality care.

All of the following, even if said in feminine or masculine forms, refer to both genders.



## Patient rights

- The right to dignity and privacy
- The right to know the identity of the health care provider
- The right to safe surroundings
- The right to representation
- The right to confidentiality of information
- The right to receive medical information
- The right of access to the medical record
- The right to consent to treatment (Informed consent)
- The right to additional expert opinion
- The right to ensure the proper continuity of care
- The right to contact the head of the department
- The right to contact the Commissioner of Public Inquiries



## The right of dignity and privacy

- You have the right to receive treatment without distinction of race, religion, nationality, gender, ethnicity, disabilities, medical insurance, economic and social situation and sexual orientation.
- You have the right to receive courteous and professional care while preserving your dignity and in consideration of your beliefs, your cultural values and your religious customs..
- You have the right to receive treatment while preserving your privacy throughout all stages of care, medical examinations and procedures, according to the prevailing conditions of each department within the hospital.
- You have the right to ask for the presence of another person as you see fit during the treatment, according to the existing conditions at the location where you'll be hospitalized.
- You have the right to receive religious services according to the existing conditions at the hospital. Please note that in the compound of the hospital there are a Synagogue and a Muslim house of prayer.
- The treatment provided to a dying patient (at final stages of life) shall be done while observing the patient's convenience and dignity, and taking into consideration his wishes and/or those of his family - according to the rights permitted by law.

## Health practitioner's identity

- You have the right to know the name and function of each one of those who are treating you.
- You have the right to know whether a member of the medical staff is a student and to give your consent that he may participate in your care.

## The right to safe surroundings

- You have the right to receive treatment in safe surroundings and be free of any form of neglect, harassment or abuse.
- As a patient at the hospital you have the right to preserve your independence, to the extent that your medical condition allows.
- The hospital puts special emphasis on the

safety of children, elders, limited persons and other vulnerable individuals.

## The right to representation

- You have the right to appoint a representative on your behalf in order to receive information about your health condition when there is no possibility to provide you the information.
- You have the right to appoint in writing a representative to act on your behalf, in accordance with the protections stipulated by law. He will be empowered to provide consent, in your stead, to receive medical treatment within the circumstances and under the conditions determined by you, including situations where you will not be able to make a decision.
- Parents of minors are their natural guardians and all patient rights are theirs also, in respect to their minor children. Those rights are also attributed to a guardian appointed by a court to protected patients.

## The right to confidentiality of information

- You have the right to privacy and confidentiality of the information related to you
- Details about your medical condition will be exposed only to those involved in your treatment, your representative or a legally authorized person.
- It is your right to have your medical records and personal details protected from loss or misuse.

## The right to receive medical information

- During your hospitalization, you have the right to receive up-to-date and detailed information, in a language you understand, concerning your health condition, the care provided to you and the results of the examinations performed. The information will be given in accordance with department policies.
- You have the right to receive information about



▶ research studies and trials that are taking place at the hospital and are directly related to your medical condition.

- At the end of hospitalization, you will be entitled to receive an explanation concerning your continuing care treatment following hospital discharge.
- Upon discharge, you will receive a detailed summary in written form, about the course of your hospitalization and recommendations for continuing care in the community.

## Right of access to the medical record

- You are entitled to receive information from your medical record, and to receive a copy of the record or imaging results. For this service, payment will be required according to the Ministry of Health's policies.

## Consent to treatment

- Your voluntary consent, obtained without pressure, is your right and a necessary requirement for your care, except in emergency situations.
- In order that you may decide about the proposed treatment, you are entitled to receive up-to-date and detailed information concerning your health condition, the diagnosis, type of treatment, the risks, the benefits and possible side effects.
- It is your right to receive information concerning alternative treatments, if they exist, and the consequences of refusing treatment.
- Before surgery or certain invasive procedures, you will be asked to provide your verbal and written consent after receiving the afore-specified information. Don't hesitate to ask clarifying questions, before signing the consent form.
- In the event that you are offered to participate in a medical research study, you will receive in advance detailed information and will be asked to provide your consent.
- You are allowed to withdraw your consent at each and every stage of the treatment, and it shall not constitute any damage inflicted on the relationship between you and your health care providers.
- The hospital staff will honor any of your decisions

or wishes concerning the care at the final stages of life in accordance with the rules stipulated by law and the hospital policy.

## The right to an additional expert opinion

- We honor your right to consult with any health care provider who does not belong to the direct staff of the hospital that's treating you. If you intend to be examined by an external advisor over the course of the hospitalization, you should notify the head of the department or another senior doctor about this intention and to coordinate the visit with him.
- The department staff is committed to provide a consultant acting on your behalf with any required medical information.
- We hereby make clear that the whole engagement with the external consultant and the payment made to him shall be under your responsibility and the hospital has no responsibility or commitment concerning the consultation provided.
- The hospital is not committed to act in accordance with the consultant's medical opinion.

## The right to ensure the proper continuity of care

- A patient transferred from one health-care provider, department or medical institution to the other, is entitled to cooperation between the health-care practitioners so as to ensure the adequate continuity of care.

## Contact with the head of the department

- It's important for the hospital's administration and the treating staff to ensure treatment quality and ensure both yours and your family's satisfaction. You have the right to contact the head of the department and the head nurse, during the office hours advertised at the department, concerning anything related to the treatment and service provided.



## What do we expect from you?

- To provide the staff with correct, precise and full information about your health condition: The present complaint, previous medical conditions, hospitalizations, use of current medications (including the use of alternative or traditional medicine), disabilities, risk factors and other matters pertaining to your health.
- To inform the staff about allergies and sensitivities to medications.
- To inform the staff about any detail connected to your illness that may endanger the health of health care providers and other patients, especially concerning contagious diseases.
- To inform the staff about any change in your medical condition that may influence your treatment.
- To ask the staff for clarifications when you are not sure or don't understand all the aspects of the treatment.
- To respect the dignity of the staff treating you and to behave politely toward them and toward other patients.
- You and your visitors are kindly asked to preserve the following code of behavior within the premises of the hospital:
  - To strictly respect the visiting hours according to department policies, in order not to disturb patients' rest and to enable the staff to provide professional and high-quality care
  - To preserve the cleanliness and quiet
  - Not to smoke within the entire hospital area
  - To preserve hospital property
  - To observe kosher rules, in accordance with the policy of the Ministry of Health

## Contact Information - the Commissioner of Public Inquiries

If you wish to submit a complaint or share with the hospital management your suggestions for improvement, you can contact the commissioner of public inquiries of the hospital and be provided with answers and responses to your inquiries. The Commissioner of Public Inquiries, can be contacted at the hospital administration offices:  
Fax: 04-6652420, Tel: 04-6652614,  
E-mail: [pniyot@poria.health.gov.il](mailto:pniyot@poria.health.gov.il)  
Or at the medical center website:  
[www.poria.health.gov.il](http://www.poria.health.gov.il)