

Other Rights of Patients & Family in HSNZ

- To be given orientation regarding the responsibilities of the patient & next of kin during admission to ward
- To be given documents and treatment plan for the purpose of continuation of treatment
- To be provided information regarding organ donation, quality initiatives, health promotion and health education
- To be provided services in accordance with patient's religious beliefs and personal values
- To be protected from any form of theft in line with existing security policies
- To be informed about the cost of treatment and to be given detailed payment bill
- To be provided with information regarding welfare and financial assistance if necessary
- To be protected from the risk of physical injury
- Family to be granted access as visitors or guardians according to current hospital policy
- To be given opportunity to voice out any complaints against health services received



PATIENT & FAMILY RIGHTS HOSPITAL SULTANAH NUR ZAHIRAH



Rights to Patient's Privacy in HSNZ

- Patient privacy is respected during interviews, examinations, procedures & treatments
- No sharing of space during patient's treatment, interview, examination & procedure
- No photo taking, recording, interview or study done without patient's consent
- A chaperone is provided during examinations involving different genders
- Patient records are kept confidential according to existing guidelines



Rights to Treatment in HSNZ

- To be provided safe and appropriate treatment regardless of patient's background
- To be given clear explanations and information regarding the disease, treatment and current prognosis
- To be provided with information on treatment options including treatment refusal, right to seek second opinion and right to be discharged at own risk
- To be given pain treatment according to the recommendations of medical practitioners
- To be advised and explained regarding termination of resuscitation and the need for end of life care; any decision by patient & relative will be respected and followed



CONTACT US

WEBSITE

hsnzt.moh.gov.my

PHONE NUMBER

09-6212121

Prepared By:
**HSNZ Patient & Family Rights
Committee
Year 2024**