

Patient Rights and Responsibilities

To define the rights and responsibilities of patients.

1. PATIENT RIGHTS

1.1 Right to Privacy

Patients have the right to privacy and confidentiality regarding their personal and medical information. All staff members are bound by strict confidentiality agreements, and patient information will only be disclosed with the patient's explicit consent or as required by law.

1.2 Right to Dignity and Respect

Every patient has the right to be treated with dignity and respect, regardless of their background, beliefs, or condition. Discrimination, harassment, or any form of disrespectful behaviour will not be tolerated within the clinic.

1.3 Right to Informed Consent

Patients have the right to be fully informed about their diagnosis, treatment options, potential risks, and benefits. Informed consent will be obtained before initiating any treatment or intervention, and patients are encouraged to ask questions and seek clarification.

1.4 Right to Refuse Treatment

Patients have the right to refuse any recommended treatment, medication, or intervention. The consequences of refusing treatment will be discussed with the patient, and alternative options will be explored.

2. PATIENT RESPONSIBILITIES

2.1 Appointment Attendance

Patients are responsible for attending scheduled appointments promptly. If unable to attend, patients are expected to provide advance notice to reschedule or cancel appointments.

2.2 Treatment Adherence

Patients are responsible for actively participating in their treatment plans and adhering to prescribed medications and therapeutic interventions as outlined by their healthcare provider.

2.3 Open Communication

Patients are encouraged to communicate openly and honestly with their healthcare providers, sharing relevant information about their symptoms, concerns, and any challenges they may be facing in adhering to the treatment plan.

2.4 Payment and Insurance

Patients are responsible for understanding their insurance coverage, paying for services rendered, and notifying the clinic of any changes in insurance information.

3. PROCESS FOR ADDRESSING PATIENT GRIEVANCES

3.1 Informal Resolution

Patients are encouraged to discuss any concerns or grievances with their healthcare provider directly. Many issues can be resolved through open communication.

3.2 Formal Grievance Procedure

If concerns are not resolved informally, patients may submit a formal written grievance to the clinic's management. The clinic will investigate the grievance promptly and provide a written response in line with the clinic's *Complaints and Grievance Procedure*.

3.3 External Resources

Patients have the right to contact external regulatory bodies or advocacy organisations if they believe their concerns have not been adequately addressed by the clinic.

This *Patient Rights and Responsibilities Policy* is designed to ensure a collaborative and respectful relationship between patients and Nova Mentem. If you have any questions or concerns about this policy, please feel free to discuss them with your healthcare provider or contact the clinic's management.