

Patient Rights & Responsibilities

Quality Medical Care Is A Partnership

Subang Jaya Medical Centre provides a team-based approach where Doctors, Nurses, Allied Health Professionals and Support Staff work together to deliver care of the highest quality.

Patients' welfare and safety are our priority. A partnership between you and the hospital will enable the best possible outcome for you.

WHAT TO EXPECT?

1. To be treated with dignity and respect.
2. To receive explanation, information about your medical condition, planned treatment, expected outcome, and expected cost where and when appropriate, in a way you can understand and make decisions. We shall seek your consent before a procedure is carried out.
3. To be able to accept or refuse medical care of recommended treatment to the extent permitted by law. You shall therefore accept responsibility for any medical consequences resulting from your decision.
4. To be able to seek a second medical opinion.
5. To receive care in a conducive environment.
6. To know your healthcare team by an identification badge.
7. To know the name and professional status of the healthcare team providing care or treatment.
8. To ensure confidentiality and privacy of your treatment and medical records.
9. To receive a copy of your medical report upon request.
10. That we will continuously improve our services and care through your feedback. We welcome suggestions and appreciate compliments. Please share any grievances you might have with the person in charge of the department.
11. To be able to request for an itemized bill.

HOW YOU CAN PARTNER WITH US:

1. Be involved in your health care.
2. Provide full information about your health.
3. Ask questions to gain a deeper understanding.
4. Please treat our hospital staff, doctors, other patients, and visitors with courtesy and respect to ensure an optimal partnership.
5. Abide by all hospital rules and regulations.
6. Please take reasonable care of hospital's property and facilities.
7. You are reminded to keep your valuables and personal belongings safely while in the hospital. Safe deposit boxes are available on request.
8. Please settle your bills promptly within the stipulated time frame.

Hak & Tanggungjawab Pesakit

Perubatan Berkualiti Kerjasama Antara Anda Dan Kami

Pusat Perubatan Subang Jaya menyediakan pendekatan berasaskan pasukan di mana Doktor, Jururawat, Pakar Kesihatan Bersekutu dan Kakitangan Sokongan bekerjasama untuk memberikan rawatan yang berkualiti tinggi.

Kebajikan dan keselamatan pesakit adalah keutamaan kami.

Perkongsian antara anda dan hospital akan membolehkan hasil yang terbaik untuk anda.

APA YANG ANDA BOLEH HARAPKAN?

1. Dilayan dengan penuh kehormatan dan maruah.
2. Menerima penjelasan, maklumat yang tepat mengenai status kesihatan, perancangan rawatan, hasil yang dijangka serta kos yang dijangka apabila sesuai, dengan cara anda boleh memahami dan membuat keputusan. Kami akan menuntut persetujuan anda sebelum prosedur dilaksanakan.
3. Berhak untuk menerima atau menolak rawatan yang disarankan setakat yang dibenarkan oleh undang-undang. Oleh itu, anda dikehendaki menanggung sebarang kesan perubatan akibat daripada keputusan anda.
4. Mendapatkan nasihat/pendapat daripada pihak kedua.
5. Menerima rawatan di dalam persekitaran yang selamat dan selesa.
6. Mengenali pengamal perubatan yang terlibat di dalam perawatan melalui lencana pengenalan.
7. Mengetahui nama serta jawatan pengamal perubatan yang memberi penjagaan and rawatan.
8. Kerahsiaan maklumat perubatan dan laporan perubatan.
9. Mendapatkan laporan perubatan anda atas permintaan.
10. Kami akan menambah baik perkhidmatan dan penjagaan secara berterusan melalui cadangan dan maklum balas anda. Kami mengalu-alukan sebarang cadangan dan penghargaan anda dan jika terdapat sebarang aduan, sila menyuarakan ketidakpuasan hati kepada kakitangan yang bertanggungjawab dalam jabatan tersebut.
11. Mendapatkan maklumat terperinci bagi bil bayaran hospital.

CARA BEKERJASAMA DENGAN KAMI

1. Terlibat dalam penjagaan kesihatan anda.
2. Memberi maklumat yang penuh mengenai sejarah kesihatan anda.
3. Kemukakan soalan untuk mendapatkan pemahaman yang lebih mendalam.
4. Menghormati dan bertimbang rasa dengan kakitangan hospital, doktor, pesakit lain dan ahli keluarga mereka untuk memastikan kerjasama yang optimum.
5. Mematuhi semua peraturan dan regulasi hospital.
6. Menjaga harta dan kemudahan hospital dengan sewajarnya.
7. Anda diingatkan supaya menyimpan barang berharga dan barang peribadi dengan selamat semasa berada di hospital. Peti deposit keselamatan disediakan atas permintaan.
8. Melunaskan bil hospital dengan segera dalam masa yang ditetapkan.

Subang Jaya Medical Centre

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