



KEMENTERIAN KESIHATAN MALAYSIA  
HOSPITAL BINTULU

# PATIENT'S AND FAMILY RIGHTS HOSPITAL BINTULU



PREPARED BY:  
PATIENT AND FAMILY RIGHTS COMMITTEE HOSPITAL BINTULU

We, all staff at Bintulu Hospital, always work together to protect and promote the rights of patients and families as follows:



**01 RIGHT TO INFORMATION, SERVICES AND FACILITIES**

**02 RIGHT TO EFFICIENT AND SAFE TREATMENT**

Regardless of age, gender, ancestry, religion, citizenship status, political beliefs, economic and social status.

**03 RIGHTS GIVEN TO TRANSLATION**

If facing language barriers.

**04 THE RIGHT TO PRIVACY AND CONFIDENTIALITY**

**RIGHT TO BE TREATED AS AN INDIVIDUAL, WITH CONSIDERATION & RESPECT FOR BELIEFS, CULTURE AND RELIGION**

**05**

**RIGHT TO KNOW THE PROFESSIONAL STATUS OF HEALTHCARE PROVIDER**

**06**

**RIGHT TO CARE INVOLVEMENT**

**07**

Right to receive information about the disease, treatment and prognosis, including treatment after discharge and continuity of care.

**RIGHT TO CHOOSE OR REFUSE TREATMENT**

**08**

The right to get a second opinion regarding healthcare.

**RIGHT OF PROPERTY PROTECTION AND SAFETY**

**09**

Protection from injury and care of property of patients who are incapacitated and have no heirs/guardians nearby.



**10 RIGHTS TO PAIN MANAGEMENT (IF NEEDED)**

**11 RIGHT TO OBTAIN RECEIPTS & DETAILED BILLS OF TREATMENT COSTS INCLUDING HOW TO OBTAIN FINANCIAL ASSISTANCE**

**12 RIGHT TO OBTAIN INFORMATION ABOUT PATIENT AND FAMILY RESPONSIBILITIES**

**13 RIGHT TO KNOW ABOUT THE ORGAN/TISSUE DONATION PROCESS**

