



MINISTRY OF HEALTH
KUALA KUBU BHARU HOSPITAL

PATIENT AND FAMILY RIGHTS

PATIENTS AND FAMILY HAVE THE RIGHT

- Assessed and treated with full dignity and respect
- Receive effective and appropriate treatment professionally regardless of age, gender, race, religion or economic status
- Receive an explanation about the surgical procedures and tests to be conducted before giving consent for treatment
- Understanding health status, appropriate current treatments, disease progression, treatment planning, and next steps
- Choosing the hospital/institution/facility and the type of treatment needed
- Maintaining privacy during treatment, and all treatment information is confidential and cannot be accessed by outside parties without permission
- Entitled to be addressed by the correct name and to be informed about the health personnel involved in the treatment process
- Involving family members in discussions when making decisions regarding care and treatment of the illness
- Receiving explanations and advice about the treatment provided by the doctor before being discharged from the ward
- Being informed about the inavailability of services and the need to be referred to the relevant government hospital/institution
- Receiving views and opinions from a second party
- Receiving assessments and being involved in managing health status
- Communicating in a language that is understood and obtaining translation if necessary
- Being informed about treatment charges and receiving social welfare assistance if needed
- Making decisions about organ donation and donating organs only with consent
- Agreeing or refusing to participate in medical research studies
- Being able to raise questions, express dissatisfaction, make complaints/feedback, or suggest improvements related to services or treatment

MEDICATIONS

- Request information regarding medications and their side effects.
- Ask questions if there are doubts about the prescribed treatment.

MEDICAL RECORDS

- Request medical reports from the Records Unit, Hospital Kuala Kubu Bharu with the applicable fee.
- Your medical information is confidential and kept in a secure location.
- Your medical records can only be accessed by authorized personnel.



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PAYMENT BILL

- Obtain information about payments and request a detailed bill at the Revenue Unit, Hospital Kuala Kubu Bharu.

HEALTH EDUCATION

- Receive health education related to your illness.
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RESPONSIBILITIES OF PATIENTS & FAMILIES

- Provide accurate information about illnesses, medical history, hospital admissions, current treatments, and related medical history.
- Provide correct and up-to-date details of the nearest relative, including name, address, and phone number.
- Follow treatment advice, special diets, and appointment schedules.
- Take care of the property and facilities provided by the hospital.
- Inform staff if you experience problems, allergies, or require explanations and assistance.
- Respect other patients and those around you.
- Respect and cooperate with hospital staff.
- Comply with hospital policies regarding visiting hours and the number of visitors allowed.
- Practice handwashing or hand sanitizing before and after visiting patients.
- Park your vehicle in the designated areas.
- Respect and cooperate with hospital staff.

Patients and families are prohibited from:

- Bringing valuable items or large sums of money.
- Leaving the ward or area without informing the attending nurse.
- Littering in hospital areas. Please use the provided trash bins.
- Smoking inside the ward and hospital premises.
- Recording videos or taking photos during treatment and within the hospital area.

Your role in safety:

- You are required to wear an identification tag, RN, ward or unit band on your wrist at all times while in the ward.
- Children under 12 are prohibited from visiting the hospital , except for treatment purposes.



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If you are at risk of falling:

- Ask for assistance from staff when transferring to a wheelchair from the bed or when going to the bathroom.
- Avoid using slippery slippers.
- Ensure the bed rails are raised.



HOSPITAL DIRECTOR
KUALA KUBU BHARU HOSPITAL
2024