



# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Total Quality Division		<b>POLICY NUMBER:</b> DPOTMH-APP-TQD-P038-(01)	
<b>TITLE/DESCRIPTION:</b> <div>STATEMENT OF PATIENT’S RIGHTS AND RESPONSIBILITIES</div>			
<b>EFFECTIVE DATE:</b> June 30, 2025	<b>REVISION DUE:</b> June 29, 2028	<b>REPLACES NUMBER:</b> DPOTMH-HW-P22	<b>NO. OF PAGES:</b> 1 of 8
<b>APPLIES TO:</b> All employees of DPOTMH		<b>POLICY TYPE:</b> Administrative	

## PURPOSE:

1. To keep Dr. Pablo O. Torre Memorial Hospital (DPOTMH) mission, vision, core values and commitment that aims to deliver high quality of healthcare to achieve the best possible outcome for the patients.
2. To make known to DPOTMH patients the rights and responsibilities they possess while under our care in order to safeguard their well-being in the principle of sacredness and dignity of human life. Patients are received irrespective of race, color, national origin, religion, sex, sexual orientation, ethnicity, socioeconomic background, age, handicap, disability or gender identity.
3. To make patient and family stay at or visit to DPOTMH a pleasant and comfortable experience.

## DEFINITIONS:

**Patient's Right and Responsibilities** - recognize, protect and promote the rights and responsibilities of patients and their legal, authorized or designated representatives. This includes but is not limited to a patient's right to have access to and receive respectful treatment without regard to age, race, ethnicity, religion, culture, language, disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

**Privacy and Confidentiality** - privacy protects the access to the person while confidentiality protects the access to the data. Confidentiality refers to the act of keeping information, documents or objects safely tucked from the hands and eyes of those who are not meant to see or hear them.

## RESPONSIBILITY:

All employees of DPOTMH

## POLICY:

1. Statement of Patient Rights and Responsibilities shall be made known to all patients and patient's family knowledge upon admission.
2. Every employees mentioned in the level involved on this Policy shall be aware of the Patient Rights and Responsibilities to ensure that the mission, vision, core values and commitment to deliver quality health care services are maintained.
3. To make patient and family stay or visit to DPOTMH a pleasant and comfortable experience.





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MEMORIAL HOSPITAL

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## **PATIENT'S RIGHTS:**

### **1. Patient has the right to have the Highest Quality Medical Care**

- 1.1 DPOTMH endeavor to provide quality medical care through dedicated medical personnel whose primary objective is to safeguard patient well-being, and treat patient medical condition.
- 1.2 All medical decisions and recommendations on patient treatment are made after careful deliberation and taking into account all available information and facts concerning patient's condition.

### **2. Patient has the right to have A Dignified and Respectful Care**

- 2.1 Patient shall receive considerate, respectful, appropriate and cost-effective medical care, regardless of age, gender, race, nationality, social status, physical or mental illness.
- 2.2 The hospital endeavors to respect patient's emotional, social, spiritual and cultural needs. Patient may express spiritual beliefs and cultural practices. This freedom of expression is permissible so long as the act does not cause disturbance or harm to self and others.
- 2.3 Patient and or Patient's family will be informed of the medical treatment which the patient will receive and patient and or patient's family can accept or refuse medical care or recommend treatment. In doing so patient and or patient's family have to accept the responsibility for any medical consequences resulting from their decision.

\*This includes the right to formulate an **Advance Medical Directive** or to appoint a surrogate to make patient healthcare decisions. If the patient provides the hospital with a copy of your **Advance Medical Directive**, the hospital will respect the patient's wishes, to the extent permitted by law and the hospital's policy.

- 2.4 If the patient has been found by the physician to be:
  - 2.4.1 Incompetent (unable to understand the proposed treatment for whatever reason);
  - 2.4.2 Medically incapable of understanding the proposed treatment and/or;
  - 2.4.3 Unable to communicate his/her wishes regarding treatment, \*then, legal guardians or legally authorized person may exercise (to the extent permitted by

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law) the rights delineated on behalf of the patient.

- 2.5 Patient can decline to participate in or withdraw from research studies that are related to illness at any time. Patient's refusal to participate will not affect with the level of care being receive.
- 2.6 Patient is entitled to be treated with dignity in humane environment that affords reasonable protection from harm. Patient's safety includes:
  - 2.6.1 Receiving care in a safe setting.
  - 2.6.2 Receiving information about pain and pain management.
  - 2.6.3 Being free from physical restraints or seclusion; unless medically required in situations where there is a substantial risk of imminent harm to yourself or others.
  - 2.6.4 Being provided with appropriate protection, especially for the disabled, the elderly or vulnerable children.
- 2.7 Patient has the right to be informed of the following information regarding patient's care in a teaching hospital:
  - 2.7.1 DPOTMH is a teaching and training hospital involved in training various types of healthcare providers including doctors, nurses, and other medical professionals.
  - 2.7.2 Resident physicians, medical students, student nurses and other supervised health care providers in training may become involved in patient care and treatment.
  - 2.7.3 Patient has the right to refuse to be cared for by health care providers in training, provided patient notify the Attending Physician and the Attending Nurse of such decision.

### 3. Patient has the right to be made known of the Identities and Roles of each Patient's Health care Team

- 3.1 Patient is entitled to know the identity of the doctor/s that is in charge of the care and treatment.
- 3.2 Patient is entitled to know the identities and roles of other healthcare team members involved in care and treatment.

### 4. Patient has the right for Privacy and Confidentiality

- 4.1 Patient will be interviewed, examined and treated in surroundings designed to give





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reasonable privacy.

- 4.2 Patient is entitled to have medical records read only by individuals involved in patient care or by individuals who are monitoring the quality of care or involved in medical research and education as authorized by law or the hospital. All information and records regarding patient care will be kept confidential.
- 4.3 Patient can obtain a copy of the medical report in accordance to the hospital's policy.
- 4.4 To safeguard patient rights for safety and confidentiality, DPOTMH observe "No Name Policy" where in posting of patient's name outside the room or ward is not allowed and disclosure of patient's information to persons who are not involved in patient care is strictly prohibited. (refer to No Name Outside Patient's Room and Confidentiality of Patient and Organizational Information Policy and Procedure).

## 5. Patient has the right to be provided with Explanation, Education and Counseling

- 5.1 Patient will be told about the medical condition, diagnosis, prognosis, planned treatment and expected outcomes in a language that the patient can understand.
- 5.2 Patient will be informed of the care needed after discharge.

## 6. Patient has the right for Information/Queries

- 6.1 When patient would like to obtain information necessary to enable to make decisions, any questions and the hospital will endeavor to answer all patients' queries.
  - 6.2 When patient have queries on the accuracy of bills and hospital charges, patient can request for a summarized list of charges and obtain information about these charges.
  - 6.3 The patient has the right to effective communication and to participate in the development and implementation of once plan of care.
7. Patient has the right to leave the hospital against the advice of the Attending Physician. If the patient choose to do so, the hospital and doctors will not be held responsible for any medical consequences pertaining to patient's health thereafter. The patient will be required to sign 'Discharge Against Medical Advice' form that will discharge the hospital of any responsibility.
  8. Patient has the right to meet and talk with family, friends and other visitors during visiting hours unless the attending physician or the hospital policy orders otherwise (see Hospital Visiting Policy). Patient and Patient's family have the right to refuse visitors.





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## **PATIENT'S AND FAMILY RESPONSIBILITIES:**

- 1. Patient and Family are responsible for providing accurate and up to date information**
  - 1.1 Provide complete and accurate information about patient's health, including present condition, past illnesses, hospitalization medication and any other matters pertaining to patient's health that the hospital should be aware of.
  - 1.2 Provide complete and accurate personal information including full name, address, contact numbers and date of birth where necessary.
  - 1.3 Provide the hospital with a copy of patient Advance Medical Directive if patient has one, and wants it to be exercised during the admission.
  - 1.4 To ask questions if patient do not understand the diagnosis or once treatment plan. The patient and patient's family members are responsible for indicating to the hospital staff whether patient clearly understand what is expected.
  - 1.5 Communicate changes in patient's health and/or condition especially unexpected changes in the medical condition.
  - 1.6 Provide the hospital with Insurance Information and to fulfill financial obligations to the hospital.
- 2. Patient and Family are responsible in following the Doctor's Recommended Treatment Plan. Patient and family are required to:**
  - 2.1 Participate actively in the treatment including decision-making regarding the patient treatment plans.
  - 2.2 Inform the hospital of any obstacles which the patient and family may face in complying with the prescribed treatment plan.
  - 2.3 Take responsibility for any consequences if there is a refusal of any medical treatment or leaving the hospital against medical advice.
  - 2.4 Discuss with the caregiver what to expect regarding pain and pain management, and discuss any worries regarding taking pain medications.
- 3. Patient and Family are expected to be responsible and considerate for others. Patient and family are required to:**
  - 3.1 Abide by all hospital rules and regulations pertaining to patients and visitors.







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- 3.2 Treat all hospital staff, other patients and visitors with courtesy and respect.
- 3.3 Respect the privacy of other patients.
- 3.4 Be responsible for the safekeeping of valuables and personal possessions while in the Hospital.
- 3.5 Treat the hospital's properties and facilities with due care and responsibility.
- 3.6 Ensure that visitors are considerate of others, and that unnecessary noise from their visitor or the television noise does not disturb nearby patients.

#### **4. Patient and Family responsibility during Religious counseling:**

- 4.1 Patient and Family are welcome to arrange for a religious counselor to visit and/or pray while in the hospital.
- 4.2 Inform the Nurse in-charge or Nurse Supervisor if there is an expected religious counselor to visit.
- 4.3 Out of respect for other patients, conduct religious prayers quietly by the bedside or room, so that others will not be disturbed.

#### **Exercise of Patient's Rights**

The exercise of Patient Rights provides for:

1. The impartial access to treatment, regardless of race, relation, sex, sexual orientation, ethnicity, age, handicap;
2. Exercise of his or her rights by a patient while receiving care or treatment in the hospital without coercion, discrimination or retaliation;
3. Having a surrogate (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion discrimination or retaliation;
4. The process to inform each patient or, when appropriate, the patient's representative (as allowed under the law.) of patient's rights in advance of furnishing or discontinuing patient care whenever possible.





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<b>PROCEDURE (SOP):</b> N/A
<b>WORK INSTRUCTION:</b> N/A
<b>WORK FLOW:</b> N/A
<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> <ol style="list-style-type: none"><li>1. As based on the World Medical Association Declaration on the Rights of the Patient. <a href="http://www.wma.net/en/30publications/10policies/l4/index.html">http://www.wma.net/en/30publications/10policies/l4/index.html</a></li><li>2. Methodist Hospital of Chicago Patient's Bill of Rights and Responsibilities MHOC Patient-Bill-Of-Rights-And-Responsibilities copy (netda-ssl.com)</li><li>3. World Health Organization Right to health Right to health (who.int)</li></ol>





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<b>APPROVAL:</b>				
	<b>Name/Title</b>	<b>Signature</b>	<b>Date</b>	<b>TQM Stamp</b>
<b>Prepared by:</b>	<b>SHAYNE MARIE C. VERDE</b> Accreditation Standard Internal Auditor		06/11/25	
<b>Reviewed by:</b>	<b>WENDY MAE D. GOMEZ</b> Accreditation & Documentation Manager		06/11/25	
<b>Approved by:</b>	<b>HANNAH KHAY S. TREYES</b> Chief Nursing Officer		06/15/2025	
	<b>NOEL P. GARBO</b> Engineering and General Services Division Head		6/15/2025	
	<b>JULIE ANNE CHRISTINE J. KO</b> Chief Finance Officer		6/19/25	
	<b>ROSARIO D. ABARING</b> Ancillary Division Head		06.23.2025	
	<b>NANCY B. HIZON</b> Human Resources Division Head		06/26/25	
	<b>JOSE PEPITO B. MALAPITAN, MD</b> Medical Director		06-30-2025	
	<b>MA. ANTONIA S. GENSOLI, MD</b> VP-Chief Medical Officer		7-2-25	
	<b>SOCORRO VICTORIA L. DE LEON</b> VP/ Chief Operating Officer		07/04/2025	
<b>Final Approved by:</b>	<b>GENESIS GOLDI D. GOLINGAN</b> President and Chief Executive Officer		07/08/25	

