

- **KEEP YOUR APPOINTMENTS**

You shall keep your appointments and inform the hospital if you are unable to come on time or require us to cancel or reschedule appointments.

- **INFORM YOUR WHEREABOUTS**

During inpatient or outpatient treatment, you must inform nurses of your whereabouts within or outside the hospital premise.

- **MEET FINANCIAL OBLIGATIONS**

You must ensure that bills are paid or topped up as advised or fully paid upon discharge.

Do You Have a Concern?



Reach out to any of our staff for assistance. If your concern is unable to be resolved, our staff will seek the superior's assistance.



Or you may refer to the Customer Relations Management Unit located at the Main Lobby for further assistance.



Your concern will be documented and cascaded to the relevant departments for investigation and resolution.



PRINCE COURT

MEDICAL CENTRE

for you. for life.



Prince Court Medical Centre Sdn. Bhd.
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PrinceCourtMC

Patient & Family Rights



PRINCE COURT
MEDICAL CENTRE

for you. for life.

At Prince Court Medical Centre, we respect the rights of our patients and their families. Our team recognises that each of our patient is an individual with his or her unique needs, strengths, values and beliefs.

We assist you and family members in exercising your rights as well as your obligations, thus helping us to provide the best possible care and treatment for your recovery.

Your Rights

- **RIGHTS YOUR RESPECT AND DISCRIMINATION FREE**

You shall be given medical treatment regardless of religion, race, culture, gender, sexual orientation, nationality or source of payment.

- **PRIVACY**

Your medical care consultation, examination and treatment plan will be kept private and confidential and only be discussed with your nominated family members.

- **FREEDOM OF CHOICE**

You diagnosis, treatment, expected results and other relevant information will be explained to you in facilitating treatment decision and process.

- **INFORMED CONSENT**

You must provide written consent prior to any invasive or surgical procedure, retrieval of medical report, photography or video recording.

- **CONFIDENTIALITY OF MEDICAL RECORDS**

Access to medical records is protected and strictly limited to healthcare professionals involved in your care.

- **WELL INFORMED**

You shall be informed of personnel involved in your care process, medical plans during and post treatment, the right to seek second opinion and refusal of treatment, medication plans, interim and summary billing statements.

- **END OF LIFE CARE**

You will be given respectful and compassionate care at the end of life. Terminally ill patients will be referred to palliative care services.

- **SAFE ENVIRONMENT**

You will be medically screened prior to your admission and tagged with an identification band on your wrist. The hospital is fully monitored by CCTV, equipped with safety and security access doors and strictly abides by emergency policies and procedures.

- **RESEARCH INVOLVEMENT**

No clinical trials involving patients are practised in this hospital and you have the right to decline if at all approved.

- **FREEDOM TO DECLINE TREATMENT**

You have the right to decline or discontinue treatment, seek second opinion and discharge against medical advice.

- **FOREIGN LANGUAGE AND SPIRITUAL SERVICES**

Muslim praying rooms, foreign language interpreter services and spiritual beliefs or religious services contacts are available at this hospital.

- **WITHHOLD RESUSCITATION**

You have the right to make advance resuscitative decisions subjects to hospital policies, professional standards and the applicable laws.

- **GRIEVANCES, COMMENTS OR COMPLIMENTS**

You have the right to express grievances, comments or compliments via our survey form, e-mail to cru@princecourt.com or seek assistance at the Customer Service counter.

Your Responsibilities

- **PROVIDE ACCURATE HEALTH INFORMATION**

Medical history, symptoms, treatments, medicines and others illness must be informed to the hospital.

- **ASK QUESTIONS**

It is important to understand the treatment plan and cost involved.

- **MAKE DECISIONS**

Upon making your informed decisions on the treatment determined by the medical practitioner, you shall accept all the consequences of the said decision and may exclude family members from participating in the decision making process.

- **LEAVE VALUABLES AT HOME**

This hospital will not assume responsibility for any loss of personal item. However, a Safe Box is provided in the wards for your use.

- **RESPECT OTHERS**

You should treat hospital staff, other patients and visitors with courtesy and respect. This includes ensuring the noise to be kept at a minimum for the comfort of others.

- **FOLLOW RULES AND REGULATIONS**

You shall utilise all equipment and facilities carefully and abide by all safety and security precautions including the 'No Smoking or Vaping Policy' and 'Zero Tolerance Policy' against abuse, violence and sexual assault.