



SANADOR

Sănătatea ca stil de viață!



ISO 9001 Certificat nr. 472C
ISO 14001 Certificat nr. 294M
ISO 45001 Certificat nr. 220HS

CALL CENTER **021 9699**
| www.sanador.ro
| E-mail: frontdesk@sanador.ro
| Fax: 021.206.34.10

PATIENTS' RIGHTS AND OBLIGATIONS WITHIN THE SANADOR HOSPITAL

(in accordance with Law no. 46/2003, as updated by the December 2016 regulations)

PATIENTS' RIGHTS:

- Right to **receive the highest quality medical care available at the hospital**, in accordance with its human, financial and material resources.
- Right to **be respected as a human being**, without discrimination on the basis of race, sex, age, ethnic belonging, national origin, religion, political affiliation or personal dislike.
- Right to **be informed** (in respectful, clear language, minimizing the use of specialized terminology) regarding:
 - the medical services available and how to access them (using all means and resources at the hospital's disposal to ensure care of the highest quality and safety, delivered by qualified medical staff);
 - the identity and professional status of hospital employees;
 - health status;
 - the proposed medical interventions and to give informed consent for each of them;
 - the potential risks of every procedure to be performed;
 - any existing alternatives to the proposed procedures;
 - the available data from scientific research and technological innovation regarding the patient's diagnosis and treatment;
 - the consequences of not undergoing treatment and of not following medical recommendations;
 - the established diagnosis and the prognosis of the diagnosed conditions;
 - to authorize filming/photography within the hospital premises (by means of specific consent);
 - to participate in medical education (by means of specific consent);
 - to be informed of the rules to be respected during the hospital stay.
- Right to expressly request not to be informed and to designate **another person to receive the information on their behalf** (using the specific request forms) in cases where the information provided by the physician would cause them pain.
- Right to request and obtain a **second medical opinion**.
- Right to **access their personal medical data** (using the specific request forms and in compliance with the legal framework that regulates the provision of confidential information).
- Right to continuous medical care until their health condition improves or they are fully cured.

PATIENTS' OBLIGATIONS:

- Presentation at admission of all required documents.
- Compliance with all access, conduct, hygiene, cleanliness, and discipline rules communicated by hospital staff.
- Wearing the clothing provided by the hospital and returning it upon discharge.
- Adopting appropriate behavior and polite language when interacting with medical staff, administrative staff or other patients.
- Following therapeutic instructions and ensuring that any health-related information is communicated to medical staff.
- Respecting the peace and rest periods of other patients, without making noise or engaging in actions that may cause discomfort to them or to others nearby.
- Storing personal valuables in the designated areas within the wards and following the rules for protecting personal belongings brought into the hospital.
- Not damaging hospital property and accepting full responsibility for any damage caused.
- Not consuming or bringing into the hospital alcoholic beverages, prohibited substances or food.
- Not filming, recording or photographing within the hospital premises.
- Not to smoke within the hospital premises.
- Not to leave the hospital without the approval of the attending or on-call physician, regarding discharge.