

P 病人權益與責任

ATIENTS' RIGHTS AND RESPONSIBILITIES

I. PATIENTS' RESPONSIBILITIES

To play an active and responsible role in the healthcare process, you should

- be frank to your doctors in revealing your medical conditions.
- endeavor to co-operate with any agreed form of management.
- be well informed by your insurers of the detailed scope of coverage of your medical insurance policies.
- not request doctors to issue incorrect receipts, certificates or document, or to make incorrect entry into the medical records.
- be responsible to meet the required fees and charges for the medical services provided to you.

II. PATIENTS' RIGHTS

[2.1.1] Right of information

A patient should have a reasonable and balanced understanding of the sickness he is suffering from. You may enquire about what disease you have, if you need any further examination, and how to cure the disease. You should also know what treatment you will receive, whether with drugs or operation, any side effects after treatment, and the chances of recurrence. In other words, in order to know more relevant facts about your sickness, you should consult your attending doctor.

[2.1.1.1] Charges

You could enquire about the charges for medical services and treatments you receive.

In public medical institutions, the charges are usually all inclusive, but you may be required to pay for special items such as cardiac pacemaker and intraocular lens. You could enquire about the charges beforehand. In private clinics, you could also enquire about the charges beforehand, such as the consultation fee. After consultation you could also enquire about the estimates of laboratory testing fee, fee for drugs, hospital beds or operations etc.

[2.1.1.2] Drugs

A patient could enquire about the prescription given by the doctor.

All prescriptions by doctors will include the name of the medicine so that you will know what the medicine is, its use, dosage, and most common side effects. However, you should not go to the drugstore and buy the prescribed medicine without doctor's prescription even though you know the names of the drug. Nor should you take medicine without doctor's prescription. On the other hand, drug stores should not sell prescription-only drugs to a patient and such drugs should be clearly labeled in any case.

[2.1.2] Right of refusal

A patient could refuse the doctor's recommendations for treatment. But before you reject the doctor's advice, you should know what the consequences are. For instance if you really have a problem with inflammation of your appendix and refuse an operation, it may lead to fatal consequences. It is advisable that you consider the consequences carefully before refusing the recommended treatment and you should be fully responsible for your decision.

[2.1.3] Right of confidentiality

The personal information of patients should be highly confidential. Doctors and medical personnel are obliged to maintain confidentiality. During the course of your medical treatment, the doctor should not disclose to any third party any information about you, your family, and your sickness. However, there are certain exceptions. The doctor may discuss your case with a third party if you have given him permission. Also, when your employer wants to know about your situation, or when you apply for sick leave which requires an explanation, or when you claim for medical insurance, you could give permission to the doctor to disclose your situation.

Also, the medical staff who are involved in your treatment need to know about your situation. As a responsible citizen, the doctor sometimes may disclose your information to the relevant authorities when illegal activities are suspected to be involved. But these are just very exceptional cases.

[2.1.4] Right to Privacy

The right to have your privacy, dignity and religious and cultural beliefs respected. Your personal belief and wishes will be respected provided the observance is not at the expense of other patients or health care provider's rights.

For assistant, please contact our on-duty Center-In-Charge through reception.

I. 病人的責任

假如你希望能積極及盡量地參與醫療護理過程，你應該

- 向醫生坦陳病情。
- 對已同意採納的醫療程序，與醫護人員充份合作。
- 徵詢保險公司，以明瞭醫療保險單的詳細保障範圍。
- 不要要求醫生簽發不正確的醫療報告，證明書或收據；或將不正確資料載入你的病歷紀錄。
- 有責任向提供服務的醫生或醫療機構繳交所需費用。

II. 病人的權益

[2.1.1] 知情權

病人享有知情權。即是病人可以向醫療人員查詢自己的病情，例如所患何病、需要做甚麼檢驗、應該怎樣醫治(例如可用藥物治療還是要進行外科手術治理)及治療成效等。

[2.1.1.1] 醫療收費

病人可以知道醫療服務的收費情況。

在公立醫療機構，病人可以向院方查詢收費。雖然在一般情況下住院費已包括所有治療費用，但仍然有某些特別醫療儀器及消耗品需由病人自行負責，例如購買心律起搏器、人工晶體等。病人可以於接受該等服務前得悉所需費用。

往私家醫院或者私家醫生診所看病的病人，如有需要可預先詢問收費情況，例如診金、藥物的費用，經診斷後再詢問化驗、住院及手術費用的估計等。

[2.1.1.2] 藥物

病人可以知道醫生處方的有關資料。醫生處方的藥物需要寫上藥物名稱、劑量、服食方法及應注意事項等。病人不應未經醫生處方，自行購買處方藥物，或未經醫生診斷，繼續自行購買和服食醫生曾處方的藥物。根據香港法例，藥房不應售賣未經醫生處方的處方藥物，病人在藥房購買的處方藥，亦應有正確標籤。

[2.1.2] 決定權

病人可決定是否接受醫生的建議。但如病人選擇不接受醫生的建議，應考慮清楚拒絕的後果，並向醫生查詢清楚有關建議的各項資料，例如：患上盲腸炎若不動手術治療，就極可能引致腹膜炎，危害生命。這樣病人應該對自己的決定負責。

[2.1.3] 保密權

醫生有責任將病人資料保密。病人在醫治疾病的過程中透露有關病情，病者本身或家庭的資料，醫生及醫護人員都會予以保密，不讓第三者包括摯友親朋知道。這種保密的原則相當全面，但亦有少數的情形需要另作處理，例如：病者本身同意醫生將病情告知第三者；或是病人要向僱主申請病假，病假紙要填上病情而醫生又獲得病人同意的話，便可以透露病情資料。另外，若病人購買了醫療保險，保險公司要知悉投保病人的病情，在取得病人同意後，醫生是可以透露有關資料的。

此外，醫生需要將病人資料透露予其他有份參與治療的醫護人員，因為他們有必要知道病人的資料以協治理病人。

在特殊的情形下，若醫生懷疑病人有涉及非法活動的罪行，亦可將病人的資料透露予有關當局。

[2.1.4] 私隱權

有權就個人的私隱、尊嚴、宗教信仰及文化信念獲得尊重。你的個人信仰及意願，在不損害其他病人或醫療護理人員權利的情況下，是會獲得尊重的。

如需協助，請通知登記處與當值診所主管聯絡。