



17/09/2023

World's patient safety Week

Day: 1 – Engaging Patients for Patient safety (Patient rights and responsibilities/ Grievance redressal /Citizen charters).



RAJARAJESWARI MEDICAL COLLEGE & HOSPITAL
#202, Kambipura, Mysore Road, Bengaluru - 560 074
A Constituent Institution of Dr. M.G.R. Educational and Research Institute, Chennai, India
(Deemed to be University)



WORLD PATIENT SAFETY DAY 2023
Theme : Engaging Patients for patient safety
Slogan : "Elevate the voice of patients!"

1st Day Engaging Patients for patient safety.
Organized by: Safety Committee





On the occasion of patient safety week celebrations in the RRMCH, we conducted an awareness programme on patient rights and responsibilities and grievance redressal mechanism in RRMCH with the help of Patient relation officer on 17/09/2023.

The informative signage's like patient rights and responsibilities , scope of services and patient complaint / Suggestion box are displayed in all waiting areas and wherever necessary. For patient complaints the contact person details are displayed in all patient waiting areas. All the signage's are in bilingual format.

As a part of programme the patient relation officer visited all departments of the hospital and communicated with the patients and explained about the patient rights and responsibilities and grievance redressal mechanism.





RAJARAJESWARI MEDICAL COLLEGE & HOSPITAL
 Mysore Road, Bangalore - 560074

PATIENT RIGHTS

Right to Medical Treatment

The right to receive medical advice and treatment which fully meets the current accepted standards of care and quality. The currently accepted standards are those adopted by a reasonable body of the profession in the light of accepted contemporary medical practice.

Right to Information

The right to information about what health care services are available, and what charges are involved. This information should be readily available to you or the doctor.

Right to choose

The right to accept or refuse any medication, investigation or treatment, and to be informed of the likely consequences of doing so. Refusal to accept or refuse medication, treatment or investigation will be respected. However, you should have a clear understanding of the implications of such refusal.

Right to a second medical opinion

In hospitals you are in fact being looked after by a team of clinicians and therefore enjoy the benefit of medical opinion from more than one medical professional. But if you feel the need to seek another opinion from other practitioners, you have the right to do so on your own initiative outside the hospital system.

Right to Privacy

The right to have your privacy, dignity and religious and cultural beliefs respected. Your personal beliefs and wishes will be respected provided the absence is not at the expense of other patients or health care providers rights. Due to historical reasons, there are varying standards of facilities and physical settings in different hospitals, but every effort will be made to meet minimum standards to protect your privacy.

Right to Complain

The right to make a complaint through channels provided for this purpose by the Hospital Authority, and to have any complaint dealt with promptly and fairly.

For further queries please contact: 080 - 29 29 29 29

**“Community Development Through Excellent Health care
 Education, Service & Research Systems”**



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PATIENT RIGHTS



Right to Medical Treatment

The right to receive medical advice and treatment which fully meets the current accepted standards of care and quality. The currently accepted standards of care are defined by a responsible body of the profession in the light of accepted contemporary medical practice.



Right to information

The right to information about what health care services are available, and what charges are involved. This information should be readily available to you in the hospital.



The right to be given a clear description of your medical condition, with diagnosis, prognosis (i.e. an opinion as to the likely future course of any illness), and of the treatment proposed including common risks and appropriate alternatives. You have the right to information which might affect the decision concerning your treatment.



Right to choice

The right to accept or refuse any investigations, investigation or treatment, and to be informed of the likely consequences of doing so. Your wishes to accept or refuse medication, treatment or investigation will be respected. However, you should have a clear understanding of the implications of such refusal.



The right to have the names of any medication to be prescribed, and its correct action and potential side-effects given your condition. Drug labeling has been fully implemented in all the hospitals since 2006. This provides information on medication being prescribed to you.



Right to a second medical opinion

In hospitals you are in fact being looked after by a team of clinicians and therefore share the benefit of medical expertise from more than one medical practitioner. But if you feel the need to seek another opinion from other practitioners, you have the right to do so at your own initiative outside the hospital system.



The right to choose whether or not to take part in medical research programs. Your written consent is required for you to take part in any medical research programs conducted by public hospitals. All aspects of such programs will be clearly explained to you beforehand.



Right to Privacy

The right to have your privacy, dignity and religious and cultural beliefs respected. Your personal beliefs and wishes will be respected provided the absence is not at the expense of other patients or health care providers rights. Due to historical reasons, there are varying standards of facilities and physical settings in different hospitals, but every effort will be made to meet minimum standards to protect your privacy.



The right to have information relating to your medical condition kept confidential. In general, medical information pertaining to your condition will not be revealed to other parties without your expressed consent.



Right to Complaint

The right to make a complaint through channels provided for this purpose by the hospital authorities, and to have any complaint dealt with promptly and fairly.

At hospital, there is a Patient Relation Officer to whom you can make formal complaints either verbally or in writing. The complaints will be investigated and followed up by appropriate personnel. you will receive a substantive reply to any complaint with an indication of any action that has been or will be taken.

For further queries please contact: 080 - 29 29 29 29





ರಾಜರಾಜೇಶ್ವರಿ ವೈದ್ಯಕೀಯ ಮಹಾವಿದ್ಯಾಲಯ ಮತ್ತು ಆಸ್ಪತ್ರೆ
 ಮೈಸೂರು ರಸ್ತೆ, ಬೆಂಗಳೂರು - 560 074

ರೋಗಿಯ ಹಕ್ಕುಗಳನ್ನು

ವೈದ್ಯಕೀಯ ಚಿಕಿತ್ಸಾ ಹಕ್ಕು
 ಶುಭ್ರವಾದ ಆರೋಗ್ಯವನ್ನು ಹರಿದುಕೊಳ್ಳುವುದು ಮತ್ತು ಉತ್ತಮ ಸುಸ್ಥಿತಿಯನ್ನು ವೈದ್ಯಕೀಯ ಮತ್ತು ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವ ಹಕ್ಕು.

ಜ್ಞಾನ-ವಿಜ್ಞಾನ ಹಕ್ಕು
 ಯಾವ ಆರೋಗ್ಯ ಚಿಕಿತ್ಸೆ ಸುಸ್ಥಿತಿಯನ್ನು ಉಂಟು ಮಾಡುವುದು ಅಥವಾ ಅದನ್ನು ತಡೆಗಟ್ಟುವುದು ಎಂಬುದರ ಬಗ್ಗೆ ಮಾಹಿತಿ ಮತ್ತು ಸಲಹೆಯನ್ನು ಪಡೆಯುವುದು ಎಂಬುದರ ಬಗ್ಗೆ ಮಾಹಿತಿ ಪಡೆಯುವ ಹಕ್ಕು.

ವಿವರಣೆ: ವೈದ್ಯಕೀಯ ಚಿಕಿತ್ಸೆ, ಮುಂದೆ ಸಂಭವಿಸುವುದಾದ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಅಥವಾ ಸ್ವೀಕರಿಸುವುದನ್ನು ನಿರಾಕರಿಸುವುದು ಮತ್ತು ಉತ್ತಮವಾದ ಮತ್ತು ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಮತ್ತು ಮುಂದಿನ ಚಿಕಿತ್ಸೆಯನ್ನು ನಿರಾಕರಿಸುವುದನ್ನು ತಿಳಿಸುವುದು.

ಜ್ಞಾನ ಹಕ್ಕು: ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಮತ್ತು ಅದರಂತೆ ಸಂಭವಿಸುವುದಾದ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು.

ಮತ್ತು ಸ್ವೀಕರಿಸುವುದು ಅಥವಾ ನಿರಾಕರಿಸುವುದನ್ನು ತಿಳಿಸುವುದು ಹಕ್ಕು.

ಚಿಕಿತ್ಸಾ ವಿಧಾನದ ಹಕ್ಕು
 ಯಾವುದೇ ವಿಧ, ತರಬೇತಿ ಅಥವಾ ಚಿಕಿತ್ಸೆಯನ್ನು ಸ್ವೀಕರಿಸುವುದು ಅಥವಾ ನಿರಾಕರಿಸುವುದು ಮತ್ತು ಅದರಂತೆ ಸಂಭವಿಸುವುದಾದ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು.

ಮತ್ತು ಸ್ವೀಕರಿಸುವುದು ಅಥವಾ ನಿರಾಕರಿಸುವುದನ್ನು ತಿಳಿಸುವುದು ಹಕ್ಕು.

ವೈದ್ಯಕೀಯ ಸುಸ್ಥಿತಿಯನ್ನು ಕಾಪಾಡುವುದನ್ನು ಉತ್ತಮವಾದ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಹಕ್ಕು.

ಮತ್ತು ಗೌರವ, ಭಾವನೆ, ಆಧಾರ ಮತ್ತು ಸಂಸ್ಕೃತಿ ಸುಸ್ಥಿತಿಯನ್ನು ನಿರಾಕರಿಸುವುದು ಹಕ್ಕು.

ಆರೋಗ್ಯ ಹಕ್ಕು
 ಮೈ ವೈದ್ಯಕೀಯ ಸ್ವೀಕರಿಸುವುದು ಮತ್ತು ನಿರಾಕರಿಸುವುದನ್ನು ತಿಳಿಸುವುದು ಹಕ್ಕು.

ಜ್ಞಾನ ಹಕ್ಕು
 ಚಿಕಿತ್ಸೆ ಪಡೆಯುವುದು ಮತ್ತು ಅದರಂತೆ ಸಂಭವಿಸುವುದಾದ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಹಕ್ಕು.

- ರೋಗಿ ಮತ್ತು ರೋಗಿ ಸುಸ್ಥಿತಿಯನ್ನು ತಿಳಿಸುವುದು ಹಕ್ಕು.
- ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ರೋಗಿ ಮತ್ತು ಆರೋಗ್ಯ, ಆರೋಗ್ಯ.
- ರೋಗಿ ಮತ್ತು ರೋಗಿ ಸುಸ್ಥಿತಿಯನ್ನು ತಿಳಿಸುವುದು ಹಕ್ಕು ಅಥವಾ ಯಾವುದೇ ಚಿಕಿತ್ಸೆಯನ್ನು ಪಡೆಯುವುದು ಹಕ್ಕು.

ಹೆಚ್ಚಿನ ಮಾಹಿತಿಗಾಗಿ ಸಂಪರ್ಕಿಸಿ, ದೂರವಾರ್ತೆ ಸಂಖ್ಯೆ : 080 - 29 29 29 29





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Mysore Road, Bangalore - 560074

PATIENT RIGHTS

Right to Medical Treatment
Through the medical staff, patient and treatment activities provide the highest standard of care and services. The medical staff is committed to meet the needs of a hospitalized patient in the right of respect, dignity and medical care.

Right to Information
The patient has the right to be informed about the nature, extent and objectives of the proposed treatment. The information should be available in a form and language understandable by the patient.

Right to Refuse Treatment
The right to refuse or discontinue medical treatment at any time, with or without explanation, is an essential part of the patient's right to self-determination. The patient has the right to refuse or discontinue medical treatment at any time, with or without explanation, is an essential part of the patient's right to self-determination.

Right to Privacy
The right to privacy includes the right to confidentiality of medical records, and the right to be informed of the staff's responsibilities in this regard. The patient has the right to privacy in the hospital.

Right to a Second Medical Opinion
The patient has the right to be referred to a second medical opinion, and the right to be referred to another specialist or to another hospital, if the patient so wishes. The patient has the right to be referred to a second medical opinion, and the right to be referred to another specialist or to another hospital, if the patient so wishes.

Right to Safety
The right to safety includes the right to be protected from harm, and the right to be protected from harm. The patient has the right to safety in the hospital.

Right to Complain
The patient has the right to complain about the quality of care, and the right to be heard. The patient has the right to complain about the quality of care, and the right to be heard.

For further queries please contact: 088 - 29 29 29 29

NO SMOKING ZONE
SMOKING HERE IS AN OFFENSE

ಇಲ್ಲಿ ಸಿಗರೇಟ್ ಸೇವಿಸುವುದು ಅಪರಾಧವಾಗಿದೆ
ಇಲ್ಲಿ ಸಿಗರೇಟ್ ಸೇವಿಸುವುದು ಅಪರಾಧವಾಗಿದೆ





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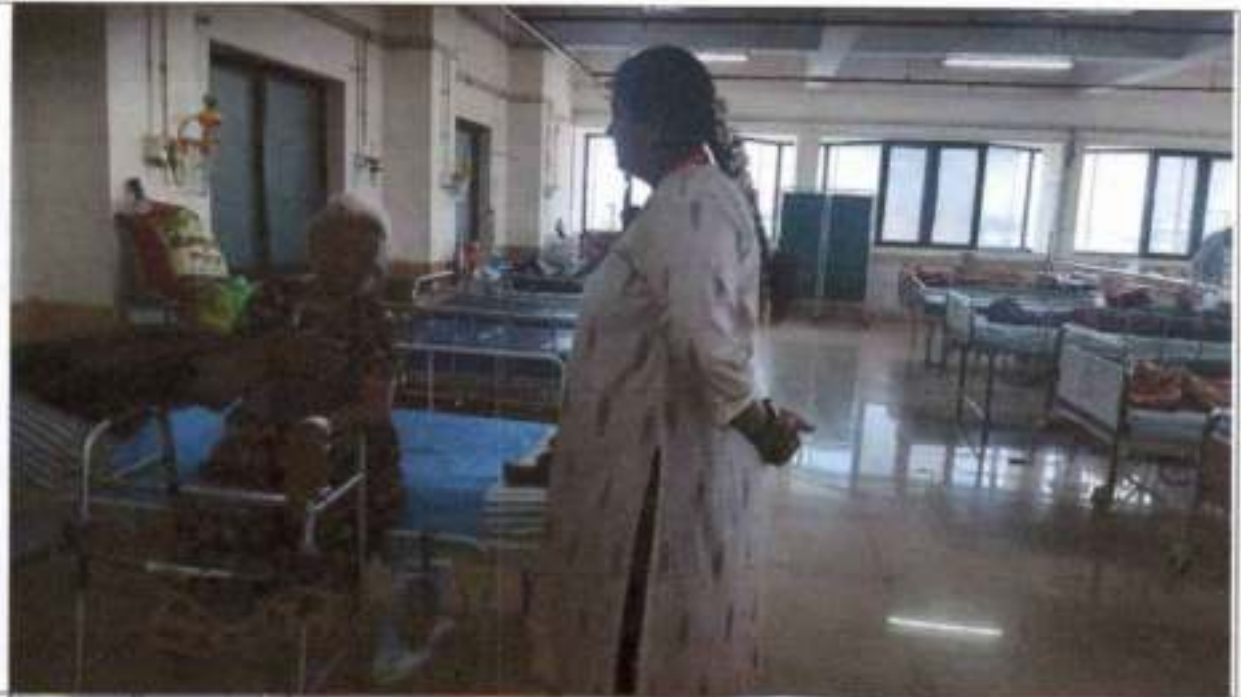


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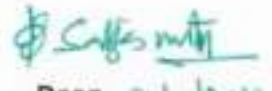
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#202, Kambipura, Mysore road, Bangalore-560074




NABH Coordinator
Dr.Sahajananda.H


Medical Superintendent
Dr.Praveen Kumar
Medical Superintendent


Dean 22/11/2023
Dr.Sathyamurthy.B

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