



V.S.P.M.'S COLLEGE OF PHYSIOTHERAPY

OFFICE : DIGDOH HILLS, HINGNA ROAD, NAGPUR - 440 019. ☎ : 07104 - 244290, 244291, 665000
E-mail : vspmscop@gmail.com Fax No.: (07104) 232905

Ref. : _____

Date : _____

: Patients Rights:

1. Right to Information:

Physiotherapists or their qualified assistants will provide the information about the illness, diagnosis (provisional or confirmed, as it may be), any investigations which is required and the various complications related to disease, or treatment process to the patient.

In a situation where patient is not in a position to understand his status due to various reasons in such situation the information will be provided to either to the caretaker/ close relative /family members.

Patients have all the right to know the identity and professional qualifications and status of every therapist/ assistant / health care worker who is involved in their treatment.

All the Information relating to the financial aspects of treatment has to be provided to patient / caretaker/ close relative /family members.

2. Right to records and reports:

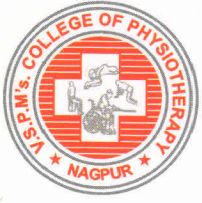
Patient / caretaker/ close relative /family members have the right to access the case papers, patient records and investigation reports pertaining to physiotherapy treatment which the patient is receiving.

3. Right to emergency medical care:

Patient / caretaker/ close relative /family members have the right to access the right to emergency medical care when ever in emergency situation. Patient / caretaker/ close relative / family members have the right to avail emergency medical care in this or any government or private hospital according to rules and financial obligations of the treating hospital where emergency care is taken.

4. Right to informed consent :

The physiotherapist /health care worker /in charge of a patient will have to explain the risks, consequences and procedure of the physiotherapy intervention before obtaining consent form the patient / caretaker/ close relative /family members.



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5. Right to confidentiality, human dignity and privacy :

The physiotherapist /health care worker /in charge of a patient will maintain confidentiality of patient in all respects in case of exceptional case when information has to be shared in should be because of protecting the interest of other or because of health considerations of public at large.

6. Right to human dignity:

The physiotherapist /health care worker /in charge of a patient will maintain and uphold the dignity of patient throughout the course of treatment without gender bias.

7. Right to privacy

The physiotherapist /health care worker /in charge of a patient will maintain the privacy of patient throughout the course of treatment without gender bias.

8. Right to non-discrimination:

No patient will be treated discriminately during the treatment, and the staff, the physiotherapist / health care worker /in charge of a patient of the hospital is responsible for ensuring this.

9. Right to safety and quality care according to standards:

Patients will be provided safety and security while obtaining the treatment in the premises. Care will also be taken to maintain the cleanliness and proper infection control measures and aseptic precautions throughout the course of the treatment.

10. Right to choose alternative treatment options:

Patient/caretakers have all the rights to choose or opt for a treatment which may or may not be the physiotherapist's recommendation. If at all the patient/caretakers / close relative / family members choose any of the alternative treatment, they will be responsible for all the consequences.



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11. Right to a second opinion:

Patient/caretakers close relative /family members have all the rights to choose or opt for a second opinion for treatment which may or may not be the primary physiotherapist's recommendation.

If at all the patient/caretakers / close relative /family members choose to continue the treatment based on second opinion, than they will be responsible for all the consequences.

If the Patient/caretakers close relative /family members choose to approach a different physiotherapist than the physiotherapist / hospital will neither stop nor discourage you from doing so. In such cases all the relevant documents will be handed over to the patient/caretakers / close relative /family members.

In case Patient/caretakers close relative /family members choose to revert back to this hospital after obtaining the second opinion, the hospital/ physiotherapist will still not compromise on the quality of services provided for health care needs of the patient.

12. Right to transparency in rates of physiotherapy services provided:

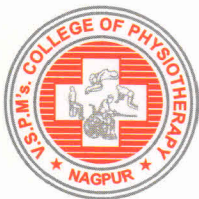
Right to transparency in rates, and care according to prescribed rates wherever relevant will be followed when ever physiotherapy services are provided. The rates are bound to change based on the prevailing conditions and if at all rates are revised it will be informed and displayed accordingly.

13. Right to proper referral and transfer :

If case the patient needs to be referred or transferred from physiotherapy care to any other healthcare hospital / intervention, proper justification needs to be explained to patient /caretakers along with various options to Patient/caretakers close relative /family members for the new health care intervention without any malpractices .

14. Right to protection of participants involved in physiotherapy trials or related health research:

In case a patient is involved in a physiotherapy research procedure, care has to be taken for obtaining in a written consent format. Care also has taken to preserve the right to dignity, and privacy. Confidentiality of patient also has to be upheld even during the entire course of the research work. If at all the any of the participant is harmed during the course of the research then in such scenario they will be eligible for financial or other assistance as decided by the hospital authorities based on the prevailing rules at the given point of time.



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15. Right to be discharged from physiotherapy treatment:

Patient has all the right to withdraw from the physiotherapy treatment any time throughout the course of treatment

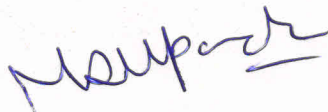
16. Right to Patient Education:

Patient/caretakers close relative /family members will be provided with the facts about their Condition and the treatment and expected short term and long term effects and complication of disease and the treatment procedures relevant concessions and entitlements from time to time

17. Right to be heard and seek redressal :

Patient has the right provide /give feedback about the physiotherapy treatment and care and if they are aggrieved they can provide grievances in regards to a physiotherapy treatment.




Principal
V.S.P.M.'s College of Physiotherapy,
Digdoh Hills, Hingna Road, Nagpur-440 019.