

PATIENT RIGHTS & RESPONSIBILITIES

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As a patient, you have certain patient rights and responsibilities under the law of the Republic of Cyprus.

In this section, we have outlined these rights and responsibilities.

Salus Medical Solutions recognizes that certain patient groups, due to age, language or cultural barriers, hearing impairment or mental disability; require assistance in understanding and exercising their rights.

Salus Medical Solutions is committed to interpreting patient rights for these individuals in a manner sensitive to the needs of the patient.

Our patients' rights are very important to us at Salus Medical Solutions. We will do everything within our power to respect the rights of each and every patient.

As a patient, it's equally important for you to fully understand those rights.

PATIENT RIGHTS

RESPECT

You have the right to:

- Receive health care that respects your values and beliefs.
- Safe, appropriate, considerate care regardless of the source of payment.
- Expect an environment that preserves dignity and contributes to a positive self image.

PARTICIPATION

You have the right to:

- Complete, up-to-date information about your diagnosis, treatment, prognosis, and unanticipated outcomes in terms you can be reasonably expected to understand in order to participate in decisions regarding your care.
- Know the physician responsible for coordinating your care by name and to request a different care provider.

PRIVACY

You have the right to:

- Know that your records and communications are confidential to the extent provided by law.
- Expect consideration for your privacy. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in your care must have your permission to be present.
- Expect that all communications and records pertaining to your care should be available only to those directly concerned with such care, except as required by law or by your instructions.
- Be free from recording or filming made for purposes other than security identification or diagnosis and treatment, unless we first get your permission.

PAIN MANAGEMENT

You have the right to:

- Expect information about pain and pain relief measures.
- Expect your reports of pain will be believed and responded to quickly.

INFORMATION & TREATMENT

You have the right to:

- Receive information necessary to give informed consent before the start of any procedure and/or treatment.
- Receive the appropriate interpreters, auxiliary aids, and services necessary to ensure effective communication.
- Be free from mental, physical, sexual and verbal abuse, neglect and exploitation.
- Be free from seclusion and restraint of any form that are not medically necessary or used as a means of coercion, discipline, convenience, or retaliation by staff.
- Be protected as a research subject, during research, investigation and clinical trials involving human subjects.
- A living will or appointment of a Health Care Representative.
- Have a family member, or representative of your choice, and your own physician notified promptly of your admission to the hospital.
- Register a complaint about the safety and/or quality of care received, or hospital services provided.

- Assistance with accessing protective services.
- A reasonable response to your request for services.
- Expect reasonable continuity of care; this includes information by your chosen surgeon of your continuing health care requirements after you are discharged from the hospital.
- Know what hospital rules and regulations apply to your conduct as a patient.
- File a complaint

PATIENT RESPONSIBILITIES

In addition to respecting patients' rights, we also encourage patients to understand their responsibilities. By taking an active role in your health care, you can help your caregivers meet your needs as a patient or family member. That is why we ask that you and your family share with us certain responsibilities.

We ask that you:

- Tell us about any concerns you have about the safety and/or quality of your care.
- Ask your chosen surgeon or appointed nurse what to expect regarding pain and pain management; discuss pain relief options with your chosen surgeon or appointed nurse; work with your chosen surgeon or appointed nurse to develop a pain management plan; ask for pain relief when pain first begins; help your chosen surgeon or appointed nurse assess your pain; tell your chosen surgeon or appointed nurse if your pain is not relieved; and tell your chosen surgeon or appointed nurse about any worries you have about taking pain medication.
- Provide an accurate list of medications and dosages you are currently taking.
- Tell your chosen surgeon or appointed nurse about your past health history with transparency. This is an important part of current care and should be discussed openly and honestly.
- Take sensible precautions to keep healthy and to use the advice and information that has been made available for this purpose.
- Not bring any valuables with you to the hospital. Safeguard anything that you keep in your room or sign it over to your allocated Salus concierge staff, for safekeeping in our safe.
- Follow certain hospital regulations such as those concerned with smoking, visiting hours and schedules for admission and discharge.
- Arrive at appointments promptly or, if they must be canceled or postponed, notifying the Salus concierge staff as soon as possible.