

## 1. Be informed of their rights and responsibilities:

Patients have the right to be informed of their rights and responsibilities, which are defined in a handbook given to them upon admission to the hospital and they should be explained to them by a patient relations representative.



## 2. Receive medical care:

Patients have the right to receive proper and timely medical care and attention without any discrimination or prejudice.



## 3. Privacy and confidentiality:

Patients have the right to receive medical services in an environment that respects their privacy in all stages of treatment and to have their health information handled with total confidentiality.



## 4. Safety and security:

All patients admitted to KSUMC, whether adults or children, have the right to be protected from any kind of harm and/or neglect and to have their possessions protected from damage and/or theft.



## 5. Receive information and consent:

- Patients have the right to receive full information on medical/surgical procedures in relation to their health conditions and be informed of their risks, benefits and suggested alternatives before signing the consent.
- Patients have the right to receive accurate assessment of pain and treatment related information.
- Patients have the right to be appropriately informed of organ donation policy in accordance with ethical standards and defined legal procedures.
- Patients have the right to be informed of KSUMC's "Do not Resuscitate (DNR)" policy against the resuscitation of dying patients with deadly diseases and patients on their deathbeds or during emergencies and emergency deliveries that may cause death. Such policy is in line with the laws and fatwas of the Kingdom.
- Patients have the right to receive information on how to participate in clinical trials and research conducted in the hospital and to accept participation or refuse it without affecting the quality or continuity of care.



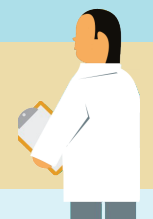
## 6. Rights of patients with special needs:

Patients with special needs have the right to receive facilitated medical and healthcare services within KSUMC including accessible parking spaces, corridors and bathrooms and receive assistance to move around the facility.



## 7. Seek second opinion:

Patients have the right to seek a second opinion in accordance with approved KSUMC policies and procedures.



## 8. Refuse or stop treatment:

Patients have the right to refuse or stop treatment and it is the obligation of KSUMC to explain the consequences of such decision to patients or their families and inform them of alternative treatments, provided that this does not affect receiving further treatment in the hospital if necessary.



## 9. Make a comment/suggestion/complaint:

Patients have the right to make verbal or written complaints or submit any suggestions or enquires to the Rights and Complaints Unit where they will be acquainted with KSUMC's policies and procedures on handling and processing complaints and estimated response time.

