



## OUR OBJECTIVES

### TO PROVIDE PATIENTS WITH QUALITY MEDICAL CARE

- We strive to provide quality medical care in treatment of your medical condition, promoting your well-being, and respect your right to appropriate assessment and management of pain.

### TO TREAT ALL PATIENTS WITH DIGNITY AND RESPECT

- You shall be treated with respect, dignity and compassion regardless of race, gender, age, religion, nationality, sexual orientation, social status, mental or physical abilities.  
This include being:
  - a) Attended to and cared for with the understanding that other patients may have more urgent needs.
  - b) Addressed by your proper name.
  - c) Provided with communication services like sign language, local language/dialect or foreign language interpretation if required.
- The hospital respects your right to seek a second opinion in relation to your care, and to request for discharge against medical advice. In doing so, you have to accept the responsibility for any medical consequences resulting from the decision.
- You shall be provided with respectful and compassionate care at the end of life, and where applicable, appropriate pastoral services.
- You have the right to make treatment or healthcare decisions in advance. All instructions related to your advanced care planning will be respected and complied with, to the extent permitted by hospital policy, professional standards and the law.
  - a) If you have earlier planned an Advanced Medical Directive (AMD) as per the AMD act, we will respect your healthcare goals and wishes in accordance to the provisions of the AMD act.
  - b) If you do not have an AMD, we will provide you with information to help plan an AMD, if you wish.
  - c) If you or your family needs help in making difficult decisions, our counsellors, religious counsellors and others can help.
- If you are interested in volunteering in any research project or clinical trial, or are seeking information on research activities in TTSH, you can contact us at CRU@ttsh.com.sg or approach any of the ward or clinic staff. If you are invited to volunteer in any research project, you are free to choose to participate or not to participate. If you change your mind after you have agreed, you can withdraw from a project at any time without need to provide a reason. You will receive the same quality of medical care whether you decide to participate or not in research.

- If you have any ethical concerns about the management of the patient, you can approach the ward nursing manager or team doctor to access to ethics consultation services where appropriate.
- Medical treatment is administered in an environment that provides you with protection from harm by visitors, other patients, staff, and loss or theft of your personal possessions, especially when you are unable to assume responsibility.

### TO MAKE KNOWN THE IDENTITIES AND ROLES OF EACH PATIENT'S HEALTHCARE TEAM

- You are entitled to know the identities and any additional information of the healthcare practitioners responsible for your care.

### TO MAINTAIN PRIVACY AND CONFIDENTIALITY OF PATIENT'S MEDICAL RECORDS

- You will be interviewed, examined and treated in a private environment.
- You are assured of the confidentiality of your medical records, including Electronic Medical Records, and that access is strictly limited to the healthcare professionals involved in your care (unless required by Singapore Laws and Regulations).
- A copy of your medical record/report can be obtained upon request, in accordance to the hospital's policy.

### TO PROVIDE EXPLANATION, EDUCATION AND COUNSELLING TO PATIENTS

- You will be informed of your diagnosis, treatment, expected results and any other information deemed relevant and significant by the doctor, in facilitating your decision in the treatment and care process. These include:
  - a) Detailed explanation of your condition.
  - b) Information on the planned course of treatment and procedures.
  - c) Information on the risks, benefits and alternatives of treatment.
  - d) Unanticipated outcomes, if any.
- You will be informed of your right to refuse or discontinue recommended treatment.

### TO PROVIDE A CHANNEL FOR PATIENTS' COMPLIMENTS AND FEEDBACK

The hospital appreciates feedback on areas we have done well or can improve upon. If you have any feedback, compliments or complaints, please contact our Service Quality at 6357 3078 from Mondays to Fridays, 9.00am to 5.00pm, or write to us at <https://www.ttsh.com.sg/Pages/feedback.aspx>

TTSH will provide patient care within professional, financial, ethical and legal norms that protect you and your rights.



## PATIENT'S RESPONSIBILITIES

### PROVISION OF INFORMATION

You are required to:

- Provide complete, detailed and accurate information about your health, including present and past conditions, allergies, medications or dietary supplements, hospitalizations, healthcare regimes, and any other health-related matters.
- Inform us if you do not understand what our staff tells you about your condition or treatment.

### FOLLOWING THE DOCTOR'S RECOMMENDED TREATMENT PLAN

You are required to:

- Comply with the treatment plans prescribed by our healthcare professionals.
- Participate in any activities for the purpose of patient safety and quality improvement.
- Inform our staff if you anticipate problems in following the prescribed treatment.
- Be responsible for any consequences if you refuse medical treatment or leave the hospital against medical advice.

### RESPECT AND CONSIDERATION FOR OTHERS

You are required to:

- Abide by all hospital rules and regulations pertaining to patients and visitors, including visiting hours.
- Treat hospital staff, other patients and visitors with respect and courtesy.
- Keep to your appointments and be on time for your appointments. Otherwise, please notify the hospital early.
- Respect the confidentiality and privacy of others.
- Be responsible for the safekeeping of your valuables and personal possessions during your hospital stay.
- Treat the hospital's properties and facilities with due care and responsibility.

### RELIGIOUS AND/OR SPIRITUAL COUNSELLING

- You are welcome to make arrangements for a religious counsellor to visit and pray for you while you are in the hospital. Please inform the nurse if you are expecting a religious counsellor to visit.
- Out of respect for other patients, please conduct your religious prayer in a manner that will not disturb other patients.
- If you need help in finding a religious counsellor or religious centre in Singapore, please approach our staff who will provide you with a list of contacts where such services are available.
- Where appropriate and possible, a trained nurse or the medical social worker can also help to facilitate a spiritual counselling session.

## HOSPITAL CHARGES

You are required to:

- Pay your hospital and physician bills promptly.
- Seek clarification from our staff if there is a financial issue that you do not understand.
- Ask for help to better understand your health insurance coverage and related policies.

## CLINICAL TRAINING

TTSH is a teaching hospital committed to the education and training of healthcare staff including medical/nursing/allied health students and trainees. The competency and professionalism of our healthcare professionals will benefit from your cooperation and in their clinical training.

## DONATION OF ORGANS

Organ donation provides hope for a better quality of life for patients suffering from end-stage organ failures.

The Human Organ Transplant Act (HOTA) provides for the donation of organs (kidney, heart, liver and cornea) upon brain death. This applies to all Singapore Citizens and Permanent Residents aged 21 and above. This law presumes that individuals consent to donation unless they have personally registered their objection with the Ministry of Health by completing an opt-out card. You can help by not objecting to organ donation.

Details on brain death, HOTA or organ donation can be obtained from MOH at ([https://www.moh.gov.sg/content/moh\\_web/home/legislation/legislation\\_and\\_guidelines/human\\_organ\\_transplantact.html](https://www.moh.gov.sg/content/moh_web/home/legislation/legislation_and_guidelines/human_organ_transplantact.html)). You can also contact the MOH HOTA hotline at 1800-2254122, organ donor registry at 6321 4390 or e-mail [MOH\\_Info@moh.gov.sg](mailto:MOH_Info@moh.gov.sg).

## YOUR RELATIONSHIP WITH US

Our doctors or nursing officers are available to discuss any concerns you have about your care. If you have any feedback on our services, please contact our Service Quality at 6357 3078 from Mondays to Fridays, 9.00am to 5.00pm, or write to us at <https://www.ttsh.com.sg/Pages/feedback.aspx>

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