



### The Right to Know

- a. Patients have the right to know the name and rank of staff providing services.
- b. Patients have the right to know the medical fee or charges in advance.
- c. Patients have the right to know the details of their illness, including diagnosis, progress, investigations, methods and effectiveness of treatment.
- d. Patients have the right to know the name, dosage, method of administration, uses and side effects of the prescribed medications.
- e. Patients have the right to know the purposes and common complications of any treatment procedures or investigations before they are performed, and whether there are any other alternatives.
- f. Patients have the right to obtain the information concerning their illness. They have the right to obtain a medical report or a copy of the medical record from relevant medical institutes or doctors. A fee may be required, so patients should ask in advance.

### The Right to Decide

- a. Patients have the right to decide whether to accept or refuse any medical advice from doctors. If patients decide to refuse the suggestions from doctors, they should understand the consequences of their decision and be responsible for it.
- b. Patients have the right to seek a second opinion before deciding to accept any treatment.

### The Right to Privacy

- a. Patients have the right to have their privacy respected.
- b. Without patients' express consent, any information disclosed by patients during the process of management of their illness should be kept confidential.

### The Right to Complain

Patients should understand and exercise their own "right to know" and try to communicate with medical personnel. This can ensure a better understanding of their own illness and treatment process. If finally, they are still dissatisfied with the care they received, they can launch a complaint. Please email any complaints to [complaint.iad@hku.hk](mailto:complaint.iad@hku.hk) or approach a Patient Care Assistant at the reception.

## 求診者權利

### 知情權

- 求診者有權知道提供服務提供者的姓名和職級。
- 求診者有權預先知道有關醫療服務的收費。
- 求診者有權了解其病情的細節，包括診斷、進展、研究、治療方法和成效。
- 求診者有權知道處方藥物的名稱、劑量、用藥方法、用途和副作用。
- 求診者有權在進行任何治療或研究前知道其目的和常見併發症，以及是否有任何其他替代方案。
- 求診者有權獲得有關自己病情的資料。求診者可向有關醫療機構或醫生申請索取醫療報告或病歷副本。有關方面可能會收取所需費用，求診者應預先詢問。

### 決定權

- 求診者有權決定是否接受醫生的任何醫療建議。如求診者決定拒絕醫生的建議，求診者需明白及承擔相關後果。
- 求診者有權在決定接受任何治療前諮詢不同醫生的意見。

### 資訊保密權利

- 求診者有權讓他們的隱私受到尊重。
- 未經求診者明示同意，求診者在疾病處理過程中披露的任何資訊必須保密。

### 投訴權利

- 求診者應了解並行使其知情權，同時嘗試與醫務人員溝通。以確保自己對疾病和治療過程有最佳的認知。倘若仍對所接受的護理有所不滿，求診者有權投訴。如有任何投訴，請發送電子郵件至: [complaint.iad@hku.hk](mailto:complaint.iad@hku.hk) 或聯絡前台病人服務助理。