

# Patient's Rights and Responsibilities

HADASSAH COMMITTED TO YOUR QUALITY HEALTHCARE



## Patient's Rights

### The right to receive proper medical care:

- You have the right to receive professional and quality healthcare in a respectful and considerate manner, without discrimination of any kind, including religion, race, gender, nationality, country of origin, or sexual orientation.
- All emergency room visits are entitled to an examination by a doctor.

### Identity of care - provider:

You have the right to know the name and position of any healthcare staff member involved in your care. Staff members must identify themselves, and must carry a hospital ID at all times.

### Consent for medical treatment:

- You have the right to receive an appropriate and clear explanation about your medical condition, treatment options that are available for you and their alternatives, risks, and potential side effects, including those that might lead to a decision against treatment. It is important to provide your care provider with information about your medical history, to better assist with proper diagnosis and treatment.
- You have the right to refuse treatment to which you did not give consent (with the exception of cases outlined by law).
- You have the right to appoint a proxy, who will have the authority to consent to medical treatment in the event that you are unable to do so.

### Maintaining your dignity and privacy:

- All medical staff members are committed to preserving your privacy and dignity throughout treatment.
- In certain cases, you may request for an accompanying individual to be present during the examination.

### Medical confidentiality:

You are entitled to full and complete medical confidentiality. Members of the medical team must ensure this to the highest degree.

### Disclosure of medical information:

Disclosure of any medical information will only occur with your consent, or in instances in which no consent is required by law.

### Second opinion:

You have the right to a second medical opinion (from within or outside Hadassah) about your condition and recommended treatment. The medical staff at Hadassah has the obligation to assist you.

### Continuity of care:

If you happen to switch healthcare providers or medical institutions during your treatment, you have the right to request from the respective care providers and medical institutions to cooperate in order to ensure your continued proper medical care.

### Receiving visitors:

During hospitalization, you have the right to receive visitors during visiting hours designated for this purpose by the hospital administration.

### Receiving medical information:

You have the right to receive any/all of your medical records. Receiving a copy of the record may be subject to a fee. Upon discharge from the hospital, you are entitled to a written summary of your visit.

## Patient's Responsibilities

- Provide the medical staff with a full account of your current health condition, along with any relevant medical records (if applicable).
- Share the expectations of your treatment. Raise any questions/clarifications/concerns regarding any aspect of your treatment.
- Fully cooperate with the entire medical team throughout your treatment. Update them of any change/issue that might arise in your condition.
- Show consideration and respect for other patients.
- Follow the hospitals' rules and guidelines, including visiting hours, cleanliness, prohibition of smoking, and general safety.

## The Training of Medical, Nursing, and Health Professions Students

The Hadassah University Medical Center serves as an academic center for teaching students in the medical, nursing and health professions. Your expressed and prior consent to the presence and/or examination by students is a condition for their participation. Training future physicians, nurses and other members of the healthcare team is your and our contribution to future generations. Thank you for your patience and understanding.

## Office of the Ombudsman

- As a patient at Hadassah, you have the right to submit any question/comment/concern/suggestion to the hospital ombudsman. As well, you are entitled to a report as to the conclusions of your complaint
- **Reception Hours - Hadassah Ein Kerem:**  
Sunday-Thursday, 8:00am - 3:00pm.  
Location - Mezzanine Floor (floor 0)
- **Reception Hours - Hadassah Mt. Scopus:**  
Once a week. Please contact the office at Ein Kerem to coordinate.  
Location - administrative floor

### Submit via:

- **Letter:** Office of the Ombudsman, Hadassah Medical-Center Ein Kerem, P.O. Box 12000, Jerusalem, 9112001, Israel
- **Phone:** +972-2-677-7555.  
You may leave a message on our 24-hour automated machine.
- **Fax:** +972-2-677-8665.  
Please clearly state the reason for your submission, as well as your contact information
- **Website:** [www.hadassah.org.il/english](http://www.hadassah.org.il/english)
- **Email:** [PniotTzibur@hadassah.org.il](mailto:PniotTzibur@hadassah.org.il)
- **Emergency contact (nights/weekends/holidays):**  
The On-Call Nurse Manager

## Contacting the Ethics Committee under the Patient Rights Act

To contact the committee via email:  
[ShoshanahK@hadassah.org.il](mailto:ShoshanahK@hadassah.org.il) | [Ilsar@hadassah.org.il](mailto:Ilsar@hadassah.org.il)



All Hadassah medical services at **\*6777**  
[www.hadassah.org.il](http://www.hadassah.org.il) From your cell phone: \*677