



PATIENT RIGHTS AND RESPONSIBILITIES

Collaboration between patients, physicians and other health workers is imperative for an effective healthcare to patients.

This patient's bill of rights and responsibilities provide the foundation for understanding the rights patients are entitled to and the responsibilities they have to comply with during the confinement.

PATIENT'S BILL OF RIGHTS

A patient has the right to:

- Considerate and respectful care.
- Be treated with dignity.
- Health care that is accessible and meets professional standard regardless of the setting.
- Appropriate privacy during examination and treatment.
- Coordination and continuity of care
- Expect that all communications and records pertaining to his/her care will be confidential.
- Be informed and participate in all decisions involving his/her care.
- Be informed regarding time of services available.
- Be informed of the personnel providing their health care.
- Refuse treatment to the extent permitted by law and be informed of the consequences of such refusal.
- Be provided with means of expressing dissatisfaction with services and make recommendation for improvement.

RESPONSIBILITIES OF PATIENTS

A patient is responsible for the following:

- Provide accurate and complete information about present complaints, past illnesses, hospitalization, medications and other health matters.
- Report to the health team any unexpected changes in your condition.
- Follow the treatment plan recommended by the health team.
- Report safety concerns with regard to your care.
- Be responsible for your action for refusing treatment.
- Follow hospital rules and regulations affecting patient care, conduct and safety.
- Be considerate of the rights of other patients and hospital personnel.
- Cooperate in the control of noise and number of visitors.
- Be respectful of the property of other persons and of the hospital.
- Ensure that financial obligations for health care or hospitalization are fulfilled as promptly as possible before discharge.



Hospital Drive, San Vicente, Tarlac City, Philippines 2300
Call 982-0806 or email us at mail@cldh.org

MEDICAL SERVICES

ANESTHESIOLOGY EMERGENCY MEDICINE FAMILY MEDICINE INTERNAL MEDICINE

Cardiology
Dermatology
Endocrinology
Gastroenterology
Nephrology
Neuropsychiatry
Oncology
Pulmonology
Rehabilitation Medicine
Rheumatology

OBSTETRICS & GYNECOLOGY

Gynecologic Endoscopy
Gynecologic Oncology
Perinatology

Reproductive Endocrinology & Infertility

Ultrasonography

PATHOLOGY PEDIATRICS

Cardiology
Hematology
Neonatology
Nephrology
Neurology
Surgery

RADIOLOGY SURGERY

General Surgery
Head & Neck Surgery
Neurosurgery
Ophthalmology
Orthopedic Surgery
Pediatric Surgery

Plastic, Reconstructive & Aesthetic Surgery
Thoracic & Cardiovascular Surgery
Urology

ADMISSION POLICIES

The following are some important policies, guidelines, and procedures that you should know in order to help make your stay in CLDH more pleasant. Please take the time to go through these items and please feel free to ask questions from our Admitting Officers, Nurses, or Customer Service Assistants at the Business Office.

RESERVATIONS



- Reservations for any type of accommodation are good for two (2) hours from the time of notification.
- A patient, who wishes to keep a reservation longer than the specified duration will be required to place a deposit corresponding in amount to three (3) days of room charge.

ADMISSION



- Our Admitting Officer will provide the patient with information on room/ward rates, bed/room availability and will arrange the details of the admission.
- The patient's watchers or relatives are required to provide accurate information about the patient to the Hospital Admitting Officer. Such information is vital to the accuracy and completeness of the patient's medical record. The same medical record shall serve as future reference for the Business Office.
- An "Admission Cut-Off" time will be followed. Patients admitted before 1:00 PM will be charged for 1 day hospital stay. Admissions after 1:00 PM will be charged for ½ day.

PHILHEALTH



- PhilHealth forms will be issued by the PhilHealth/Billing Section to the patient upon admission in order to give the patient ample time to prepare the necessary documentary requirements.
- Assistance in the preparation of the PhilHealth documents will be extended by the Billing Assistants.
- The PhilHealth documents must be submitted within 24 hours to the Billing Section before the patient is discharged to avail of PhilHealth benefits.
- If PhilHealth documents are not submitted before discharge, the patient will be given seven (7) working days to complete the documents in order to get refund for PhilHealth benefits. After 7 days, the patient will be the one to file claims directly at PhilHealth.
- The Hospital maintains the policy: "No complete PhilHealth Forms and requirements, No deductions in the patient's hospital bill."



COMPANY ACCOUNTS

- Patients who are members/employees of HMOs or Insurance Companies or Companies

accredited with the Hospital are granted privileges due to them (i.e., hospital deposit is not required upon admission).

- The valid identification (ID) card and the Letter of Authorization (LOA) should be presented upon admission for elective cases.
- In case of a medical emergency, the valid identification card (ID) will suffice as evidence of membership. The Letter of Authorization (LOA) should be submitted within 24 hours upon admission.
- Failure to present the Letter of Authorization (LOA) within the specified period following admission will mean that the patient will be treated as an ordinary paying patient. Thus, he/she will be required to make the required hospital deposit and shall be responsible in paying all hospital bills charged to his/her account.

INDIVIDUAL ACCOUNTS



- Ordinary paying patients are classified under "individual accounts".
- These are accounts wherein the patient shall be required to make the hospital deposit equivalent to three (3) days room charge upon admission or within the first 24 hours from time of admission.
- Patients under this classification are responsible for paying all hospital bills charged to their account.

HOSPITAL DEPOSIT



- Patients, who are admitted to the Hospital, shall be required to make a hospital deposit equivalent to three (3) days room charge upon admission or within the first 24 hours from the time of admission.
- Patients, who are classified under Company Accounts, will not be required to make the hospital deposit provided that their Letter of Authorization (LOA) is presented to the Hospital within the prescribed period.

ADMISSION KIT



- All patients admitted to the Hospital will be provided with a "Patient's Hospital Kit" containing 1 bar of bath soap, 1 roll of toilet tissue, 1 face towel, 1 pair of spoon and fork, 1 medicine glass, and 1 tray.
- The cost of the "Patient's Hospital Kit" will be charged to the account of the patient.
- The Admitting Officers shall release the "Patient's Hospital Kit" to the patient, who will be made to acknowledge receipt of the items.

PATIENT'S IDENTIFICATION



- All patients admitted to the Hospital will be issued an identification bracelet, which contains vital information.
- The identification bracelet should be worn at all times by the patient for the duration of his/her stay in the Hospital. The

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Nurse-in-Charge will see to it that this practice is followed strictly.

- The identification bracelet may be removed only after the patient has been discharged from the Hospital.

PATIENT'S VALUABLES



- The Hospital shall not be responsible for loss of patient's cash or valuables in the latter's room/ward/motor vehicle.
- The patient and his/her companion/watcher shall be advised by the Admitting Officer and be constantly reminded by the Nurse-in-Charge of the following security guidelines;
 - Always keep your door locked whenever you leave the room.
 - Do not keep large amounts of cash and valuables unattended inside the room/ward or inside motor vehicles parked within the Hospital premises.
 - Cash and valuables should be sent home.
- Cash and valuables that cannot be left at home should be deposited for safekeeping in the Hospital's safe.

APPLIANCES



- The use of toasters, stoves (of any kind), flat irons, portable water heaters or any kind of heating devise is **STRICTLY PROHIBITED** in the patient's room/ward for safety reasons.
- Electrical appliances (i.e., television sets, VHS, VCD, DVD, radio cassette recorders, radio and electric fans) may be used inside the patient's room/ward. These appliances must be registered with the security guard-on-duty in the Hospital lobby when it is brought into the Hospital. Arrangements for the use of these appliances inside the patient's room will be made through the Nursing Service.
- A daily utility charge will be added the patient's account for the use of appliances.

VISITING HOURS



- Unless contrary to the patient's doctor's advice, the patient's family, relatives, friends and visitors shall observe the following visiting hours;

PRIVATE ROOMS	9am to 11am & 3pm to 8pm
SEMI-PRIVATE/WARDS	9am to 11am & 3pm to 8pm
NICU/NURSERY	9am to 11am & 3:30pm to 5pm
ICU (INTENSIVE CARE)	9am to 11am & 5pm to 7pm

 Visitors of patients in the Intensive Care Unit (ICU) will be strictly limited to two (2) visitors at a time.
- For general comfort and safety, children below seven (7) years old are not allowed in the Hospital.

PATIENT'S COMPANION



- Patients are allowed to have a stay-in companion/watcher for the duration of his/her stay in the hospital.
- Patients in Semi-Private Rooms and Wards are allowed to have only one (1) stay-in

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companion/watcher. The companion/watcher is not allowed to sleep on any patient's bed even when unoccupied. The bedside chair may be used by the companion/watcher if he/she needs to doze off during the night.

- Companion/watcher of ICU patients are not allowed to stay inside the ICU. The Hospital shall provide a waiting area for ICU patients' companions/watchers.

DIETARY SERVICE



- The Hospital shall employ the services of professional dieticians, who shall manage the preparation of the patients' standard meals and special meals as prescribed by the attending physicians.
- Meals shall be served according to the following schedule:

Breakfast	06:30 am to 07:30 am
Lunch	11:30 am to 12:30 pm
Dinner	05:30 pm to 06:30 pm
- Patients, who are admitted to the room between 11:00 AM to 12:30 PM and 5:00 PM to 7:00 PM, will be served meal upon request.
- Patients, who are admitted to the room after 12:30 PM or after 7:00 PM, will be served their meal at the next mealtime schedule.
- Trays and wares should be left inside the patient's room/ward. The dietary aide will return 30 minutes after mealtime to pick up the tray. Loss of tray or wares will be charged to the patient's account.

RELIGIOUS SERVICES



- The Hospital has a resident Roman Catholic Chaplain, who will be available to service the patient's spiritual and counseling needs.
- The Hospital respects and allows patients who may wish to call a minister, pastor, imam or other religious authority from the church where he/she belongs.
- The Hospital Chapel has Sunday and regular daily celebration of the Eucharist. The time schedule of the Mass is set by the Hospital Chaplain and is posted at the chapel's entrance.
- Other spiritual services (i.e., Confessions, Anointing of the Sick, and Counseling) are available. These services will have to be arranged with the Hospital Chaplain through the Nursing Service.

SECURITY



- The Hospital has a 24-hour security service to ensure the security and safety of the Hospital, the staff and clients.
- The Hospital's main lobby and the Emergency Room Gate are manned by a uniformed security guard 24 hours a day.
- The Medical Arts Gate is manned by a uniformed security guard from 7:00 AM to 7:00 PM.

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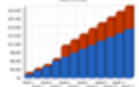
- The Doctors' Parking lot is manned by a uniformed security guard 24 hours a day.
- All bags, packages and equipment brought into and taken out of the Hospital's premises will be subject to inspection by the authorized security guards on duty for security reasons.

INQUIRIES AND COMPLAINTS



- Inquiries on patient's care will be channeled to the Head Nurse or Nursing Supervisor-on-duty.
- Inquiries on patient's hospital bill and other related matters (i.e., HMO, PHIC, progress bill...) will be channeled to the Accounts Servicing Assistant of the Business Office.
- The In-Patient Survey Form will be given to all patients prior to the patient's discharge. The patient/companions/visitors are encouraged to accomplish the said form, which serves as gauge in evaluating the quality of services rendered by the Hospital.
- Patients' complaints will be channeled to the Hospital's Grievance Committee.

PROGRESS BILLING



- A billing reminder will be sent to the patient for additional hospital deposit when the latter's initial deposit is consumed.
- If accumulated bills are not settled, the patient will be advised to place a deposit. Otherwise, the patient will be requested to transfer to a lower room category or to another hospital.
- When accumulated bills reach a certain pre-determined amount and no additional deposit has been place within a specified period, the patient will be advised that all diagnostic procedures and other services ordered subsequently will have to be paid in cash.
- HMOs, Insurance Companies and Companies, whose patient-member's hospital account has reached a pre-determined amount, will be sent a progress billing.

CHECK PAYMENTS AND CREDIT CARDS



- The Hospital will not accept "CHECK PAYMENTS".
- Payments may be in cash or through the following credit cards: VISA, MASTERCARD, AMERICAN EXPRESS, DINERS CLUB or JCB INTERNATIONAL.

DISCHARGE AGAINST ADVICE



- Patients, who will leave the Hospital against their attending physician's advice will be required to sign a "RELEASE FROM RESPONSIBILITY" (HAMA-Home Against Medical Advice) form.

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DISCHARGE CUT-OFF TIME



A "Discharge Cut-Off Time" will be followed. Patients discharged before 1:00 pm will be charged with ½ day hospital stay. Patients discharged after 1:00 pm will be charged with 1 day hospital stay.

NO SMOKING



Smoking is not allowed anywhere within CLDH. This means that no one should smoke inside or outside the rooms, in the parking lot, in the gymnasium, canteen, or anywhere else within the hospital campus. We expect both patients and guests to abide by this policy.

NO SMALL CHILDREN PLEASE!



Unless the child is a patient, no minor below the age of seven (7) years will be allowed entry into the patient rooms. This prohibition is for the child's safety. However, the child may be allowed to go within safer areas of the hospital if accompanied by an adult.

VIOLATORS: Patients who do not obey the rules of the hospital may be discharged. Visitors who do not obey the rules will be asked to leave the hospital premises. We appreciate your cooperation and understanding in these matters.

CLDH ANCILLARY SERVICES

Dental Clinic	Emergency Room (ER)
Endoscopy Unit	Eye Center
Heart Station	Hemodialysis
Hospital Clinic	Intensive Care Unit (ICU)
Laboratory & Blood Bank	Neonatal Intensive Care Unit (NICU)
Operating Room (OR)	Outpatient Unit
Physical Therapy & Rehabilitation Medicine	Post-Anesthesia Care Unit (PACU)
Respiratory Therapy	Ultrasound
X-Ray	Dietary Services
Pharmacy	Medical Records Services

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Accredited by the Department of Health (DOH) and by the Philippine Health Insurance Corporation (PhilHealth)
Member: Philippine Society for Quality in Health Care (PSQua), Private Hospitals Association of the Philippines (PHAP), and Philippine Hospital Association (PHA)

For more information, please visit us at <http://www.cldh.org>