



Onco Life Centre

Personalized Oncology. Healing Touch.

PATIENT RIGHTS AND RESPONSIBILITIES

At Onco Life Centre (OLC) we recognise that all patients have basic individual rights and responsibilities and we will endeavour to support and respect the rights of all our patients. In return, we ask that you work with us and help us, help you. Please approach our staff if you need any assistance.

As an OLC patient, you have the right to :

- Be treated with dignity and respect.
- Be given information on your care and treatment.
- Be accorded confidentiality and privacy of your medical information.
- Receive information and explanation about your medical condition and treatment plan.
- Participate in decisions about your care.
- Refuse medical care or recommended treatment to the extent permitted by law. Hence, you will have to accept the responsibility for any medical consequences resulting from your decision in refusing treatment.
- Seek a second medical opinion.
- Receive care in a safe environment.
- Know the names and roles of your health care providers.
- Provided a channel for feedback on your care and services.
- You may request a copy of your medical report.

You will be required to :

- Provide complete and accurate information about yourself.
- Follow doctor's recommended plan.
- Respect the privacy of our patients.
- Show respect and consideration for others and the medical centre properties and facilities.
- Be punctual for your appointments. If you need to cancel your appointments, please let us know early.
- Abide by all the medical centre rules and regulations.
- Settle your bills promptly and consult us if you have any problems.

Approved by:

Management of Onco Life Centre