



# VSPM'S DENTAL COLLEGE & RESEARCH CENTRE

## CODE OF CONDUCT FOR PATIENT

- Provide full information to the doctor for correct and speedy diagnosis and treatment including the information about the treatment being taken from the other doctors or usage of any habit forming drugs or intoxicants.
- Ask for the written estimate of the cost to be incurred before starting the treatment. In case of dispute hospital charges will apply.
- **This campus is 'NOISE FREE'** - Do not use horns/ loud speakers within 100 meters of the hospitals. Avoid loud music and use of mobiles.
- **This is 'TOBACCO FREE' campus** - smoking use of Gutka, pan, tobacco are prohibited.
- **This is 'PLASTIC FREE' campus.** Use of plastic is discouraged on the campus.
- Personal belongings, mobiles etc. are responsibility of the patient. The management is not responsible in case of theft or misplacement.
- Patient to cooperate with the treating doctor regarding time scheduling as certain procedures may take longer time
- Patient should follow social etiquettes and shall not indulge in foul language or behaviour unbecoming on him or her.

Nagpur Division, Maharashtra, India.

## COMPLAINT PROCESS

file a complaint regarding services and is entitled to view and resolution of such complaints.

Latitude 21.1013° N Longitude 79.0033° E

23° C

Tuesday, 10, Dec, 2024

12:10 pm





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## PATIENT'S RIGHTS

- **ACCESS TO CARE** - Every individual has the right of access to health services without any discrimination on the basis of caste/ color/creed, Religion, nationality, the disease (HIV/AIDS) or the sexual orientation.
- **RESPECT AND DIGNITY** - The patient has the right to gain considerate, respectful care at all times, under all circumstances with recognition of his personal dignity and worth.
- **PERSONAL SAFETY AND SECURITY** - To expect reasonable safety in so far as the hospital practices and environment are concerned. To address the needs of patient, visitor and staff regarding safety and security the local police patrols 24 hours per day and are present in the emergency room around the clock.
- Accurate information by the hospital about The facilities and services (including specialist) available
- Name/professional status of the doctor in-charge or other staff involved in the case
- To know the estimated cost of various options before starting the treatment and during the treatment whenever the situation changes.
- Patient will also be provided with the copy of care records (on demand) and itemized bill with the explanations of all the charges.
- When the patient can not speak or understand the predominant language of the community or his/her hearing is impaired. He/sh shall have access to an interpreter.

**Nagpur Division, Maharashtra, India**



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