

# 臺中榮民總醫院「病人權利及就醫注意事項」與「院區 環境安全注意事項」

## 病人權利

### 平等就醫

- 一、本院對所有前來就醫的病人均一視同仁，不因國籍、種族、膚色、性別、疾病、地理位置及社經地位等而給予不同之待遇。
- 二、若您因語言、宗教、文化、風俗、習慣等背景而有特別需求，可向本院醫事人員提出，本院在不影響醫療安全之情況下會儘量配合。

### 安全無傷害

- 三、本院醫療人員均已接受完善之訓練，並於胸前配戴名牌，您可以拒絕未戴名牌者為您提供醫療服務。
- 四、本院醫療人員皆依專業進行診療工作，盡力保障您的安全，並避免您受到傷害。

### 告知病情

- 五、您於本院接受醫療期間，本院醫師在不違反守密義務的前提下，會向您或您的陪病家屬告知診斷、病情、檢驗、檢查相關資訊、治療方針及預後情形。

### 解說治療處置

- 六、實施非緊急手術前，本院醫療人員會為您做麻醉前評估，並向您或您的家屬說明您的病情、手術的理由及目的、危險性、預後情形及可能發生的併發症、不手術之後果及其他可供選擇的處置選項。在確定您或您的家屬已經了解並且簽署麻醉及手術同意書後，才為您執行手術。
- 七、在進行各項非緊急的侵入性檢查、治療或處置前，本院醫療人員會向您或您的家屬說明您的病情、這些檢查、治療或處置的理由及目的、危險性、預後情形及可能發生的併發症、不接受這些檢查、治療或處置的後果，以及其他可供選擇的選項。在確定您或您的家屬已經了解並簽署同意書後方才進行。
- 八、情況緊急時，為搶救您的性命，本院醫療人員得依醫療法之規定，依照您的最佳利益，先為您作手術或醫療處置。
- 九、各種手術、侵入性檢查、治療或處置進行中，若有特殊狀況，本院醫療人員會向您或您的家屬說明。
- 十、若您對本院醫事人員所提供之醫療服務有任何不清楚之處，您可以向您的主治醫師或相關醫療人員詢問，並要求說明。

### 自主決定

- 十一、醫師向您詳細解說各種醫療處置的利弊得失之後，您可以在與您的家人討論後，自主決定接受何種醫療處置。

- 十二、本院依衛生福利部之規定，提供住院病人得以選擇「預立醫療委任代理人委任書」、「預立安寧緩和醫療暨維生醫療抉擇意願書」、「撤回預立安寧緩和醫療暨維生醫療抉擇意願聲明書」、「不施行心肺復甦術(Do Not Resuscitate) 同意書」、「末期病人終止或撤除維生醫療說明暨同意書」，提供醫師尊重不可治癒之末期病人其自主權，不施予急救、協助積極症狀控制、減輕或免除其痛苦之醫療照護措施。若需要進一步了解您可向醫療人員詢問。
- 十三、為使有限的生命可化為無限的大愛，本院配合國家衛生政策對所有住院病患提供「器官捐贈同意書」，作為決定器官捐贈之依循，並可讓家屬充分瞭解病人之意願。

### 持續照護

- 十四、您有權要求並接受合理的持續性照護。本院在您出院時，會視您的需求安排繼續門診回診、協助您辦理轉診、或安排居家護理。

### 拒絕的權利

- 十五、本院為教學醫院，為促進醫學教育、提升醫療品質及促進醫學進步，本院會在院內進行各種教學活動，或執行經由醫院人體研究倫理審查委員會審查通過之臨床研究。您有權利拒絕任何與治療無關之教學、檢驗、測試等相關活動。您的拒絕，並不會影響到本院醫療人員對您的服務態度及所提供之醫療品質。

### 隱私與尊嚴

- 十六、本院於您就醫過程中所知悉之病情、健康等一切個人隱私資訊，均依法有善盡保密之義務。如果您不願意讓訪客或家屬查知您住院的相關訊息，請於辦理入院手續時，告知櫃檯服務人員，另事先以書面通知護理站、或您的主治醫師，以利本院處理。

(註：您可於「病患住院同意書」中勾選「同意」或「不同意」公開姓名資料。若您選擇「不同意」，則各掛號櫃檯、服務台、護理站等，均無法查詢您的住院資料，開刀房外病患動態螢幕亦不顯示您的個人資料。)

### 申訴管道

- 十七、您有合理申訴並得到醫院處理回應的權利。

本院意見反應管道：

專線：04-23741222

首長信箱：<http://www2.vghtc.gov.tw/portal/work/director/>

政風檢舉電話：04-23741246

郵政信箱：台中市郵政46-95號信箱

## 就醫注意事項

### 尊重

- 一、本院重視您的權利，但也請尊重其他病患及其家屬之權利。
- 二、為維護醫療作業之順暢並保障其他病患及本院人員之隱私權，未經當事人和醫護人員同意請勿在醫療場所進行拍照、採訪、攝影或錄音。
- 三、您有權使用醫院之公共設備，但請妥善維護，避免影響他人。

### 守法

- 四、不借用他人身份或健保卡就醫，不要求醫師開立不實證明。
- 五、遵守政府法令，本院院區內全面禁菸。

### 配合

- 六、請配合本院醫療人員之診療計畫，不迷信偏方、不服用未經醫師處方之藥物。
- 七、住院期間請穿著本院規定之服裝，並戴上手圈以利識別。
- 八、請配合本院之感染管制措施。
- 九、本院實施垃圾分類，請依護理人員之說明處置垃圾。

### 合作

- 十、請主動向本院醫療人員提供自身之健康狀況、過往病史、過敏史、旅遊史、以及目前是否罹患傳染性疾病等之訊息。
- 十一、為確保您的安全，離開病房務請告知護理站，欲外出離院者，請先徵得診治醫師同意，並填寫請假單。
- 十二、請假以不超過4小時為原則，且晚間不得外宿；不假離院或逾假不歸，均視同自動出院。
- 十三、住院複檢役男一律不得請假外出，若有擅離病房者立即通知役政主管單位，註銷本次複檢結果。
- 十四、本院係急性治療醫院，凡經診療病情穩定者，須依醫師指示辦理出(轉)院。

## 院區環境安全注意事項

- 一、本院探病訪視時間至夜間九時結束，超過探病時間僅持有陪客證者可進出病房。需要者請由病患陪伴至護理站辦理陪客證，並隨身攜帶。
- 二、本院住院病人不得擅自私帶電器用品。醫療區或病房區插座嚴禁使用以維護公共安全。
- 三、為維護病房安全，不得在病房、浴室或洗手台上烹煮食物，如有食物需加熱請洽各護理站。
- 四、個人財物請自行保管，請勿攜帶貴重物品到醫院。
- 五、若發現可疑或閒雜人等闖入病房或任何緊急狀況，請立即通知護理站。
- 六、為維護病房安寧、安全、衛生，避免感染，請儘量勿讓兒童進入病房。
- 七、下列病房內外禁止事項，敬請配合。
  - 禁止喧嘩、追逐、跑跳。
  - 禁止攜帶寵物入院，導盲犬除外。
  - 禁止嚼食檳榔。
  - 禁止攜帶違禁物品。
  - 禁止推銷物品。
  - 禁止燃燒物品。
  - 禁止於院區內吸菸。
  - 請勿使用易招致危險之電器。
  - 請勿於標示有「禁止使用行動電話」之區域使用行動電話。

# **Patient Rights and Things to Pay Attention to**

## **Patient Rights**

### **Equality in Medical Care**

1. We treat all patients equally regardless of national origin, race, gender, type of disease/illness, or socioeconomic status.
2. Special requirements for language, religion, culture, customs, and habits can be met on the condition that patient safety is not affected.

### **Guarantee of Patient Safety**

3. Our medical personnel wear a name tag. You have the right to refuse assistance from any person who is not wearing a name tag.
4. Our medical personnel perform medical tasks according to professional training to assure your safety and keep you from injury.

### **Keeping Informed**

5. During your stay at this hospital, the physician will keep you or (with your consent) your family informed about your diagnosis, illness, laboratory tests, examinations, treatment and prognosis.

### **Explanation of the Treatment**

6. Normally before an operation, the medical personnel will evaluate your medical condition for use of anesthesia and explain to you or your family the reason(s) for the operation, the risks, prognosis and possible complications, as well as other alternatives. Surgery will be performed only after your informed consent is obtained for the operation and anesthesia.
7. Before an invasive examination, treatment or procedure, the medical personnel will explain to you or your family the reason(s) for the management, the risks, prognosis and possible complications, as well as other alternatives. The examination, treatment or procedure will be performed only after your informed consent is obtained.

8. In the event of an emergency, the most beneficial treatment, including surgery or other medical care, will be performed according to the regulations of the Medical Care Act.
9. If an unexpected situation occurs when surgery, invasive management, treatment or medical procedure is ongoing, the medical personnel will provide an explanation to you or your family.
10. If you are unclear about the medical treatment offered by the medical personnel, please do not hesitate to ask questions.

### **Making Independent Decisions**

11. After the physician explains to you about advantages and disadvantages of the healthcare management, you may make a decision about what kind of treatment you want to receive after discussion with your family.
12. Any inpatient can request an “Appointment of Durable Power of Attorney Form”, “Advance Directive for Palliative End-of-Life Care and Life- Sustaining Treatment Form”, “Withdrawal of Consent for Palliative End-of-Life Care and Life- Sustaining Treatment Form”, “Do-Not-Resuscitate Consent Form”, and “Do Not Give Life-Sustaining Treatment Consent Form” . If the disease is terminal, the physician can offer palliative instead of aggressive care to relieve pain in compliance with the wishes of the patient.
13. You may save a life by signing an Organ Donation Agreement. Please share your wishes with your family so that they will understand and respect your decision.

### **Follow-up Care**

14. You have the right to receive follow-up care. On your day of discharge, your physician will arrange a follow-up clinic appointment and a transfer to another hospital or home care according to your needs.

### **The Right to Refuse**

15. As a medical center, we hold medical teaching clinics and conduct clinical studies to pursue advances in medical treatment. You have the right to refuse to participate in any teaching clinics, clinical studies or tests unrelated to your treatment. Your

refusal will not have any impact on the attitude of medical personnel or quality of medical care you receive.

## **Privacy and Dignity**

16. The information about your health will be kept strictly confidential. If you do not want information about your hospitalization to be known, please indicate your choice on the agreement for admission form (You may choose either “agree” or “do not agree” to release the information about your hospitalization). You will also need to notify the medical personnel in writing of your decision. If you do not agree to the release of the information, visitors will have no access to this information at the registration counters, information desks, nursing stations, etc., and no information will be shown on the display screen outside the operation room.

## **Suggestions and Complaints**

17. You have the right to make suggestions or file complaints and be informed of the hospital’s response. Contact the hospital by using one of the following options:
- By telephone: 04-23741222 (general cases); 04-23741246 (unethical cases)
- By E-mail: <http://www2.vghtc.gov.tw/portal/work/director/>
- By mail: P. O. Box No. 46-95, Taichung City, Taiwan

## **Things to Pay Attention to on a Medical Visit**

### **Mutual Respect**

1. We respect your rights as a patient, and we expect you to respect the rights of other patients and their families.
2. To ensure uneventful progression of medical operations and safeguard privacy of all patients and medical personnel, no photo taking, interviewing, filming or recording are allowed without permission from the involved patient and medical personnel.
3. You have the right to use public facilities in the hospital, but please use them properly so that other patients can use them, too.

### **Abiding by the Law**

4. Do not borrow or try to use another person's insurance card; do not ask any physician to sign their name to a false statement.
5. Abide by the regulations of this hospital – for instance, smoking is not allowed in this hospital.

### **Rules the Patient Needs to Follow**

6. Please comply with the treatment regimen provided by the physician; do not use any alternative therapy or take medicine not prescribed by the physician.
7. Please wear a patient gown and put on a patient wristband for identification purposes.
8. Please act in compliance with measures taken by the hospital to prevent infection.
9. Please sort out trash before disposing of it. Ask a nurse for help if you're not sure about how to sort the trash.

### **Cooperation**

10. Please voluntarily provide complete and accurate information about your health, medical history, allergic reaction(s) if any, travel history, and present infectious disease(s), if any.
11. For your safety, please notify the nursing station if you want to leave the ward. The attending physician's consent must be obtained and a written application for a leave of absence must be approved if you want to leave the hospital.
12. A leave of absence from the hospital should not last longer than 4 hours; the inpatient cannot stay outside of the hospital overnight. Those who take an



unauthorized leave of absence or who overstay their approved leave period will be considered discharged against the attending physician's advice.

13. Those hospitalized for the re-examination for military service are not allowed to leave the hospital. The test/examination results will be nullified for anyone violating this rule.
14. This hospital treats acute patients only; those who are in stable condition will be discharged or transferred to another hospital.

### **Things to Pay Attention to Regarding Environmental Safety**

1. Only visitors with a Companion's Card can stay after 9 pm. The patient needs to accompany the family to the nursing station to ask for the card if it is needed.
2. Prohibition of the use of electrical appliance and the socket in the ward.
3. Please do not cook in the ward, bathroom or washbasin. Contact the nursing station for help if you want to cook.
4. Please keep an eye on personal belongings. Do not bring valuables with you to the hospital.
5. If you notice any suspicious behavior or circumstance, please notify the nursing station immediately.
6. To maintain the peace, quiet, safety and hygiene in the ward and prevent infection, please refrain from bringing children into the ward.
7. The following activities are not allowed in the hospital:
  - Making noise, chasing others, jumping up and down
  - Bringing pets into the hospital except for guide dogs
  - Chewing betel nut
  - Bringing weapons or disallowed items into the hospital
  - Trying to sell anything to anyone
  - Burning anything
  - Smoking
  - Using hazardous electrical appliances
  - Using mobile phones in areas where "Do Not Use Mobile Phones" signs are posted