

PATIENTS RIGHTS AND RESPONSIBILITIES

Olive BRANCH Fertility is committed to providing excellent fertility care to every patient. Our patients have the following rights and responsibilities regardless of race, colour, language, tribe, religion, sex, sexual orientation, socioeconomic status, age, national origin, physical or mental disability

The following lists explain what patients can expect to receive during their care (their RIGHTS) and what is expected of patients in return (RESPONSIBILITIES).

As an Olive BRANCH patient, you have the RIGHT to:

Respect and Privacy

-Respect as an individual. Personal privacy and confidentiality of your health information.

Quality Care

-Proper comprehensive evaluation with all aspects and results explained to your understanding.
-Be free from abuse and to have your concerns heard and resolved when possible. If you have concerns about your care, contact your caregivers. If you are not happy with how your concern is resolved, contact Dr Emeka Directly [**+2348032011536**]

Information & Communication

-Be informed about your fertility status, recommended treatments, options, risks, and benefits.
-Information and clear explanations about the cost of your treatment and payment methods available.
-Review and receive a copy of your medical reports on request.

Decision Making

-Be involved with your care through discussions with your caregivers.
-Be informed of benefits and risks of your treatment options, and agree to or refuse a course of action.
-Seek a second opinion and have our treatment plans discussed with our peers(peer review).

As an Olive BRANCH patient, it is your RESPONSIBILITY to:

- Give us correct, complete and honest information about your fertility status /history. And report any changes in this information to us.
- Ask for clarification if you do not understand any information we offer or instructions we give
- Inform us if you do not intend to or cannot follow any treatment plan we place you on.
- Accept health consequences that may occur if you decide to refuse treatment or instructions.
- Treat the people who take care of you, or other patients, and our property with respect and courtesy
- Tell us about changes in your address, phone number.
- Give us the correct address, phone number for you and your next of kin.
- Use our services correctly. Keep your appointments. Call to cancel your appointment or as soon as you know that you will be unable to make it.
- Pay your bills as agreed and as at when due or before.