

For Patients

— Rights and Responsibilities —

Patients have the right to have medical care with their dignity as human beings. Medical care should be performed in cooperation based on mutual trust between the patient and the medical care provider, and the patient needs to participate in it proactively. On the basis of this concept, Kyoaikai Healthcare Group has established “Patient’s Charter”.

1. Patients have the right to have good quality medical service equally.
2. Patients have the right to be given sufficient explanation and information. (“Informed Consent”)
3. Patients have the right to choose the method of remedy and treatment, etc. (“Second Opinion”)
4. Patients have the right to have access to their medical records. (“Medical Records”)
5. Patients have the right to have their personal information protected. (“Privacy Protection”)
6. Patients have the responsibility to provide accurate information about their health to medical service providers.
7. Patients have the responsibility to ask questions when they cannot understand the explanation about medical care.
8. Patients have the responsibility to show respect and consideration for other patients’ treatment and the provisions of medical care by the hospital staff.

“Informed Consent” (Explanation and Consent)

We decide our medical practice to patients after the patients and their families understand and consent the necessity, purpose and method about it. Besides, in comprehensible words, we explain the expected progress of their condition in the case where they don’t choose the medical practice. Please ask whatever you cannot understand.

We frequently ask you to sign consent forms, which are very important as records, so we would like your cooperation.

“Second Opinion”

“Second Opinion” is to ask for other doctors’ opinion about patients’ health condition and the medical treatment strategy. We try to have patients and their families discuss questions or concerns with their doctors in charge and have satisfactory medical care. Please let us know when you feel the necessity for other doctors’ opinion besides the doctors in charge. We offer your medical records at our hospital or referral letter.

“Medical Records”

We would like to perform medical care through the cooperation with patients and their families with their sufficient understanding about the patient’s health condition. We disclose medical records to patients or their families if they want. In that case, you need to do necessary procedure to protect the patient’s personal information. About the procedure, please ask at our medical affairs division on first floor.

“Privacy Protection”

We think it is important to protect and manage patients’ personal information properly. We collect patients’ personal information to the extent necessary for their medical care and nursing care. We don’t disclose patients’ personal information to third parties without the patient’s permission unless it is specified by law. About the protection of patients’ personal information at our hospital, please ask at our medical affairs division on first floor.