

Patients' Charter



The purpose of the Patients' Charter is to explain both your Rights and Responsibilities when you are using our clinic services. Knowing and understanding your rights and responsibilities will make your relationship with health care providers a mutually benefit.

Patients' Responsibilities

- ✧ To provide as much information as you can about your present health, past illnesses, any allergies, medication history and any other relevant details.
- ✧ To follow the prescribed and agreed treatment plan, and conscientiously comply with the instructions given by the Chinese Medicine Practitioners.
- ✧ To follow the Division rules concerning patient conduct, considering the rights of other patients and our staff members.
- ✧ To pay the incurred charges and fees for the medical services provided to you.
- ✧ Do not ask our staff to furnish incorrect information, receipts, documents or certificates or to make incorrect entry into the medical records.
- ✧ To keep good custody of your personal belongings
- ✧ To keep your appointments and give early notification to the clinic/centre if you are unable to attend.

Patients' Rights

Right to Medical Treatment

- ✧ To receive medical advice and treatment which meet the code of professional conduct for Chinese medicine practitioners in Hong Kong.

Right to Information

- ✧ To receive information about what services are available, and what charges are involved.
- ✧ To know and understand your medical condition, diagnosis, development of the disease, common sequelae and treatment methods.
- ✧ To obtain information on purpose and related risks before consenting for investigation and treatment proposed.
- ✧ To know the names of any medication to be used, and their normal actions and potential side-effects given your condition.

Right to Choices

- ✧ To accept or refuse any medication, investigations or treatment, and to be informed of the likely consequences of doing so.
- ✧ To ask for a second medical opinion.
- ✧ To choose whether or not to take part in clinical research teaching and demonstration programmes.

Right to Privacy Protection

- ✧ To have your privacy, dignity, religious and cultural beliefs respected.
- ✧ To have information relating to your personal and medical condition kept confidential.

Right to Complaint

- ✧ To make a complaint, and to handle complaint fairly and make response at a reasonable time.
- ✧ To express views or make a complaint, you could reach the Duty In-charge, or the Administration Office of Clinical Division (Tel: 3565 4000).
- ✧ Email : hkbucmclinic@hkbu.edu.hk