

Patients' Rights and Responsibilities

In line with our philosophy, Tokyo Adventist Hospital (including medical institutions affiliated with the Adventist Medical Foundation) is committed to ensuring every patient is treated with dignity, free from discrimination, and able to receive care with confidence. Medical care is a collaborative effort that requires trust and cooperation between our medical professionals and our patients. The following information is written to clarify the rights and responsibilities of patients and promote cooperation so that we can provide the highest level of patient care.

Patient Rights

1. Right to Receive the Best Possible Medical Care:

Patients have the right to receive the best possible medical care through cooperation with healthcare professionals. Each patient's personality and values will be respected without discrimination.

2. Right to Know:

Patients have the right to receive sufficient explanations regarding their diagnosis, condition, treatment, chances of recovery, test results, risks, medication effects, and side effects. Patients also have the right to receive explanations regarding estimated treatment costs, detailed expenses incurred, and public assistance. Thirdly, patients have the right to request disclosure of their medical records.

3. Right to Self-Determination:

Except in emergencies, patients have the right to consent to or refuse medical examinations and treatments based on their own judgment after receiving sufficient information and advice from medical professionals. They also have the right to know the medical consequences of such decisions. Patients may choose their attending physician or other medical professionals, request a referral to another hospital, and/or seek the opinion of other physicians of their choice.

4. Right to Privacy:

Patients have the right to have their personal information kept private in line with the Consent Form for Collection and Use of Personal Information. Patients also have the right not to be bothered by staff regarding personal affairs.

5. Participation and Shared Responsibility:

To protect these rights, patients have a responsibility to participate in and cooperate with our staff, as well as the rules and regulations of the hospital.

Patient Responsibilities

1. For your safety, please be sure to provide our staff with accurate information about any health conditions, allergies, medical history, or other relevant information.
2. If you do not understand the explanation of a treatment or test, please ask your doctor or nurse until you feel comfortable. If you require assistance from a translator, please consult a staff member.
3. For your safety, when undergoing tests, injections, surgery, or other procedures, you will be asked to state your name and date of birth. In some cases, your companion may be asked to state your name on your behalf.
4. Inpatients will be required to wear a name band.
5. If you wish to seek a second opinion from another doctor or hospital, please inform your doctor or nurse.
6. Photography or videography using cameras, smartphones, or other devices is generally prohibited, as it may infringe on the privacy of others.
7. If you have any concerns or issues, please notify our staff or leave a note in one of our suggestion boxes.