



PATIENT RIGHTS AND OBLIGATIONS

Nomor: R-61/PKRS/I/2026

Patient Rights

1. To obtain information regarding the rules and regulations applicable at the hospital.
2. To obtain information regarding the rights and obligations of the patient.
3. To receive humane, fair, honest, and non-discriminatory service.
4. To receive quality health services in accordance with professional standards and standard operating procedures.
5. To receive effective and efficient services so that the patient avoids physical and material losses.
6. To file a complaint regarding the quality of service received.
7. To choose a doctor, dentist, and care class in accordance with their wishes and the applicable regulations at the hospital.
8. To receive compensation/remedy for the services received. (Note: The original legal context usually means "To request compensation for services that do not meet standards").
9. To request a consultation regarding their current illness from another doctor who holds a valid Practice License (SIP), either inside or outside the hospital.
10. To obtain privacy and confidentiality regarding their illness, including medical data.

11. To obtain information that includes the diagnosis, medical procedures, purpose of the procedures, alternative procedures, potential risks and complications, prognosis for the performed procedures, and estimated cost of care.
12. To give consent or refuse actions to be taken by Healthcare Professionals regarding their current illness.
13. To be accompanied by family during critical conditions.
14. To practice worship according to their religion or belief, provided it does not disturb other patients.
15. To obtain safety and security during treatment at the hospital.
16. To provide suggestions, compliments, or input regarding the hospital's treatment towards them.
17. To refuse spiritual guidance services that do not align with their religion and belief.
18. To sue and/or file a civil or criminal lawsuit against the hospital if the hospital is alleged to have provided services that do not meet standards.
19. To complain about hospital services that do not meet service standards through print and electronic media in accordance with statutory provisions.

Patient Obligations

- To comply with the regulations in the hospital.
- To use hospital facilities responsibly.
- To respect the rights of other patients, visitors, as well as the rights of healthcare workers and other staff working at the hospital.
- To provide honest, complete, and accurate information regarding their health problems based on their ability and knowledge.
- To provide information regarding financial capability and health insurance.
- To adhere to the therapy plan recommended by Healthcare Professionals at the hospital and approved by the patient concerned after receiving appropriate explanations in accordance with statutory provisions.
- To accept all consequences of their personal decision to refuse the therapy plan recommended by Healthcare Professionals and/or not following instructions given by Healthcare Professionals to treat their disease or health problem.



VISITOR RULES AND REGULATIONS HOSPITAL Tk III 03.06.01 CIREMAI

- Visitors and patient sitters are required to understand and implement health protocols, namely washing hands before and after visiting patients, wearing masks, and maintaining a safe distance.
- Visitors and patient sitters are required to treat hospital staff and other patients with dignity and respect, and not engage in actions that will disrupt services at Ciremai Hospital.
- A maximum of 2 (two) adults may stay to watch over the patient, and they must be equipped with a visitor/sitter pass card.
- Children under 12 years old are not allowed to enter the patient rooms.

For the sake of patient interest and mutual safety, visitors/sitters agree to:

1. Not bring firearms or sharp weapons.
2. Not bring alcoholic beverages or unapproved medications into the hospital area.
3. Not bring items that are too large in size.
4. Not bring pets.
5. Not smoke within the hospital area.
6. Not take audio, visual, or audiovisual documentation related to services without permission from Ciremai Hospital staff.
7. Not enter the patient's room without permission while a doctor is examining a patient.
8. Not sit or sleep on the patient's bed.
9. Not hang laundry in the room area, except on the towel racks provided by the hospital.
10. Maintain peace, cleanliness, and tidiness within the Ciremai Hospital environment.
11. Bring daily necessities in moderation.
12. Conserve water and electricity usage.
13. Dispose of trash/waste in the designated places.
14. Use hospital facilities according to their function.
15. Return borrowed hospital inventory (e.g., cutlery, sitter pass cards, cabinet keys, TV/AC remotes, etc.) before the patient is discharged.

Visiting Hours:

Afternoon: 11:00 AM to 01:00 PM WIB

Evening: 05:00 PM to 07:00 PM WIB

Sundays / Holidays:

Afternoon: 10:00 AM to 01:00 PM WIB

Evening: 05:00 PM to 07:00 PM WIB

Special Note: If there are special needs, visiting is permitted after obtaining permission from security officers.

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Head of Hospital Tk III 03.06.01 Ciremai

Letkol Ckm (K)

Dr. drg. Verawaty Mohan, Sp.BM., MMRS., Subsp. C.O.M (K)