



RULES FOR VISITORS OF HOSPITAL TK. III 03.06.01 CIREMAI

1. Visitors and patient attendants are required

to understand and follow health protocols, which include washing hands before and after visiting patients, wearing masks, and maintaining a safe distance.

2. Visitors and patient attendants must treat hospital staff and other patients with dignity and respect, and not engage in actions that would disrupt services at Ciremai Hospital.

3. Each patient is allowed a maximum of 2 (two) adult attendants, who must carry an attendant card.

4. Children under the age of 12 are not allowed to enter the treatment room.

5. For the benefit and safety of patients, visitors/attendants are required to:
 - a. Not bring firearms or sharp weapons.
 - b. Not bring alcoholic beverages or drugs that have not been approved into the hospital area.
 - c. Not bring excessive valuables.
 - d. Not bring pets.
 - e. Not smoke in the hospital area.
 - f. Not take any audio, visual, or audiovisual recordings related to services without the permission of Ciremai Hospital staff.
 - g. Not enter the patient room without permission when the doctor is examining the patient.
 - h. Not sit or lie on the patient's bed.
 - i. Not hang clothes in the room area except on the towel rack provided by the hospital.

- j. Maintain peace, cleanliness, and neatness in the environment of Ciremai Hospital.
- k. Only bring necessary daily items.
- l. Conserve the use of water and electricity.
- m. Dispose of trash in the provided bins.
- n. Use hospital facilities according to their function.
- o. Return hospital property that has been borrowed (e.g., eating utensils, attendant cards, wardrobe keys, TV/AC remotes, etc.) before the patient is discharged.
- p. Visiting hours:
Daytime : 11:00 AM to 1:00 PM
Evening : 5:00 PM to 7:00 PM
Sundays/Holidays:
Daytime : 10:00 AM to 1:00 PM
Evening : 5:00 PM to 7:00 PM

Special:

If there are special needs, permission must be obtained from security.

Defined : Cirebon
On : May 17, 2025

Head of Hospital TK. III 03.06.01 Ciremai,

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



PATIENT OBLIGATIONS

1. To comply with the regulations applicable at the Hospital.
2. To use Hospital facilities responsibly.
3. To respect the rights of other Patients, visitors, and the rights of Health Workers and other staff working at the Hospital.
4. To provide honest, complete, and accurate information according to their abilities and knowledge about their health problems.
5. To provide information about their financial capabilities and health insurance.
6. To comply with the therapeutic plans recommended by Health Workers at the Hospital and agreed to by the Patient after obtaining an explanation in accordance with statutory provisions.
7. To accept all consequences of their personal decision to refuse the therapeutic plan recommended by Health Workers and/or not comply with the instructions given by Health Workers for the treatment of their illness or health problems; and
8. To provide compensation for services received.
9. To request consultations about their illness from another doctor who has a Practice License (SIP) both inside and outside the Hospital.
10. To receive privacy and confidentiality of the illness suffered, including medical data.
11. To obtain information that includes diagnosis and medical treatment procedures, the purpose of medical actions, alternative actions, risks and possible complications, and prognosis for actions taken as well as estimated medical costs.
12. To give consent or refuse the actions to be taken by Health Workers for the illness they suffer.

13. To be accompanied by family in critical conditions.
14. To perform worship according to their religion or beliefs as long as it does not disturb other Patients.
15. To receive safety and security during their stay in the Hospital.
16. To submit suggestions, advice, and improvements regarding the Hospital's treatment of them.
17. To refuse spiritual guidance services that are not in accordance with their religion and beliefs.
18. To sue and/or prosecute the Hospital if it is suspected that the Hospital provides services that do not meet standards, either civilly or criminally; and
19. To complain about Hospital services that do not meet service standards through print and electronic media in accordance with statutory provisions.



RIGHTS AND OBLIGATIONS OF HOSPITAL TK. III CIREMAI

PATIENT RIGHTS

1. To obtain information regarding the rules and regulations applicable at the Hospital.
2. To obtain information about the rights and obligations of the Patient.
3. To receive humane, fair, honest, and non-discriminatory services.
4. To receive quality healthcare 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 complaints about the quality of services received.
7. To choose doctors, dentists, and classes of care according to their wishes and the regulations applicable at the Hospital.