



KEMENTERIAN KESEHATAN MALAYSIA
HOSPITAL RAJA PERMAISURI BAINUN

PATIENT AND FAMILY RIGHTS

HOSPITAL RAJA PERMAISURI BAINUN

Your Rights. Your Safety. Our Commitment.



Personal Values, Beliefs & Religion

- Patients have the right to receive treatment regardless of race, beliefs, or religion.



Informed Consent

- Patients have the right to receive accurate and comprehensive information about procedures or treatments that require their written consent.



Confidentiality

- Information related to the patient's treatment cannot be disclosed without permission



Pain Management

- Patients have the right to receive information and appropriate pain treatment to alleviate pain during the care process.



Care of Patient's Belongings

- Patient belongings must be cared for according to the patient property care policy.



Providing Feedback on Services

- Patients have the right to express dissatisfaction, complaints, or suggestions for improvement related to healthcare services.



Patient Safety & Protection

- Patients have the right to receive treatment in a safe environment and be protected from any security threats.



Access to Care & Continuity of Treatment

- Patients have the right to access appropriate and continuous care without discrimination.



Involvement in Treatment Process

- Patients have the right to receive explanations about investigations, diagnosis, treatment plans, prognosis, post-discharge plans, and second opinions regarding their healthcare.



Organ Donation

- Patients have the right to receive information and donate organs after giving written consent.



Right to Refuse Treatment

- Patients have the right to refuse treatment or medical care (subject to legal regulations).



Information on Bills & Charges

- Patients have the right to receive clear information regarding treatment costs and billing




Pengarah
Hospital Raja Permaisuri Bainun
20 Jan 2026

