

Care Recipient's Charter



Our Commitment to Our Care Recipient

As our care recipient in Ren Ci Hospital, you have the right to:

Safe and Quality Care

Receive safe and appropriate person-centred care, and feel empowered to live your life in a safe and supportive environment.

Dignity, Respect and Compassion

Be treated with respect, dignity, and compassion at every stages of care, regardless of background or condition.

Know Your Care Team

Know the care staff involved in your care.

Privacy and Confidentiality

Have your personal data kept private and confidential, to be used only for the provision of direct and indirect care and other associated purposes, unless required by Singapore Laws and Regulations. Please refer to the our Personal Data Protection Policy at www.renci.org.sg/Personal-Data-Protection

Clear Communication and Information

Receive information about your care, rights and responsibilities, and Ren Ci charges in a language and manner you understand.

Autonomy and Choice

Be involved in decisions about your care and daily life. You also have the right to refuse or discontinue treatment, to leave the nursing home, and to refuse visitations. Participate in, refuse participation, or withdraw from research projects at any time without need to provide a reason.

Family, Social, Cultural, Spiritual and Religious Support

Have your family, social connections, cultural, spiritual, and religious needs respected and supported as far as possible.

End-of-Life Plans and Choices

Make Advanced Care Plans (ACP), and have your end-of-life choices honoured. You also have the right to appoint a representative to make your care decisions.

Feedback and Concerns

Have your feedback or concerns addressed within a reasonable time without fear of discrimination or retaliation. You may do so using any of the following feedback channels:



6385 0288



qsm@renci.org.sg



e-Feedback form



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Care Recipient and Family Responsibilities

At Ren Ci, you and your family play an important role. Providing quality care is an effort that requires close cooperation between you, your family and us.

As our care recipient, you are responsible to:

Follow Agreed Care Plans

Participate actively in your care planning and follow the agreed care/treatment plans. You are responsible for your decisions to refuse or discontinue medication, care or treatment plans, or leave the facility against advice.

Communicate Your Concerns

Seek clarification if you do not understand your care, treatment, or any instructions. Communicate changes in your health to your care team.

Respect Others

Treat fellow care recipients, staff, and visitors with courtesy and respect.

Respect Privacy & Property

Respect the privacy, dignity, and property of others, and be responsible for your own belongings.

Observe Rules & Safety

Abide by the facility's rules, infection control, and safety guidelines for the well-being of all.

Settle Charges Related to Your Care

Pay any financial obligations resulting from the care and residence provided to you by the facility promptly. Seek clarification or discuss financial concerns with our medical social workers early.