

YOUR HEALTH RECORD

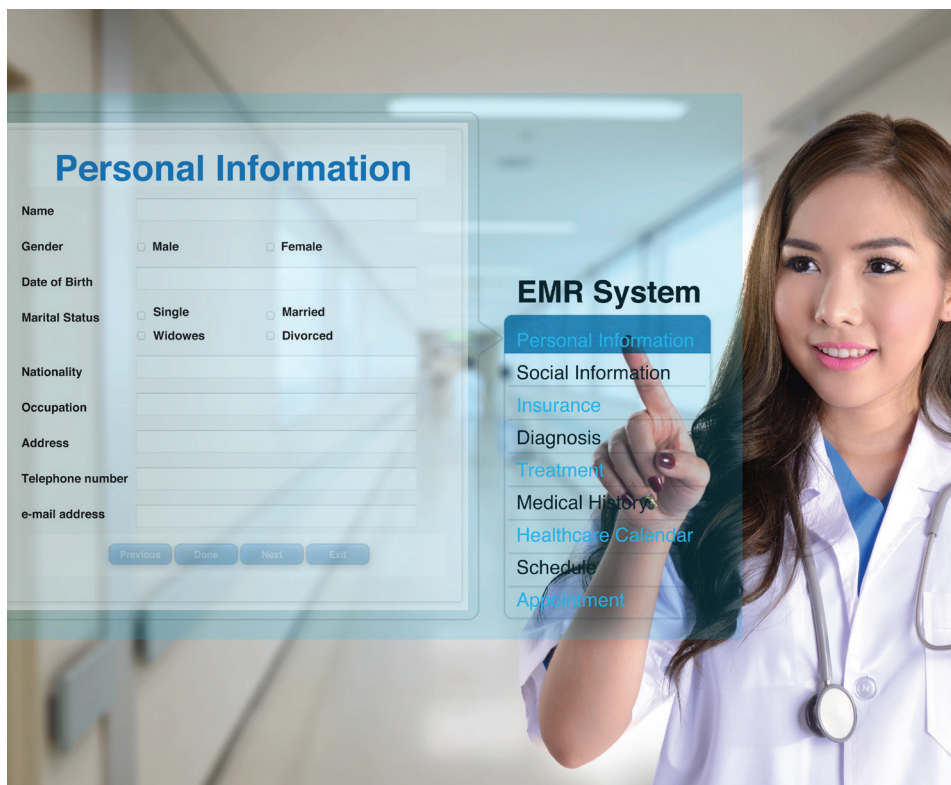


Aster
HOSPITAL

We'll Treat You Well



Digital Version



When you receive treatment or any service from our hospital or medical center, we collect information about you. This normally includes your name, date of birth, national identification number, contact details (such as address and telephone number), etc., and information about your health and the care that you have received. As a patient you have a responsibility to give healthcare providers, -to the best of your knowledge-, complete and accurate information about your health and medical history, including current condition, past illnesses, hospital admissions, medications, and any other matters related to your health. Sharing inadequate or incomplete information may affect the care you receive.

YOUR INFORMATION – SAFETY & SECURITY

We always keep your information securely and have strict rules about how it can be used. We do our best to keep information accurate and up to date, we will often refer it with you when you come to our hospitals or clinics. We try to keep information for your lifetime (or the longest time as per local regulations) in order to give you continuity of care.

Your information is accessible to our team members based on their role and only on a need basis.

Also, we only share your information in strict accordance with the law.

HOW YOUR INFORMATION IS USED FOR YOUR CARE?

- We use your information to provide you treatment and to ensure continuity of care.
- We use your personal information to provide healthcare to you, and to help with that healthcare (such as booking and managing your appointments).
- Your information may be used for clinical audit, where the team involved in your care will check the quality and results of the treatment provided. Your information may also be used to investigate incidents and complaints.
- If you receive care from other health, we may share information we hold about you to improve your care. Information will be shared with other healthcare organization only as per location regulations.

CHANGING OR DELETING YOUR DATA

If you think that any information in your health records is wrong, please talk first to the health professional looking after you. If the information is wrong, we will correct it. If the information is right, or the opinion of a health professional, you will be given an opportunity to have a statement of your views added to the record.

REQUESTING YOUR INFORMATION

- You have a right to see the information that we hold about you. You can always ask your health professional to show you the information that is available to them while they treat you. If you do not understand parts of it, they will be able to explain it.
- You can also make a formal access request, to obtain a copy of your health records.



PLEASE SCAN FOR
THE LOCATION

Aster HOSPITAL

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Mankhool, Kuwait Road, Al Mankhool - Dubai

📞 04 440 0500 🌐 asterhospitals.com 📱 📺 📷 📺 asterhospital

DEPARTMENTS

Accident & Emergency • Anesthesiology • Cardiology • Clinical Nutrition
Dental Centre • Dermatology • ENT • General Surgery • Insurance
Internal Medicine • Laboratory Services • Neurosurgery • Ophthalmology
Obstetrics & Gynaecology • Orthopedics • Patient Affairs