Charter of Rights and Responsibilities

حقوق اورژنت داریون کا منشور

حقن ہو فرضن جو پہرنامو

For Patients’ and Carers

معیاری سارسنیال سینی لاء/یاران مسریئی و تیبینارار

(Draft for Stakeholders consultation)

(مسودو بران مشترک مفادرکی دات فقیئین)

(استیک هولدرز سان صلاح مصلحت لاء مسودو)
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<td>Sindh Healthcare Commission</td>
<td>صنادہ تعلیمی کمیشن سندھ</td>
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<td>PMDC</td>
<td>Pakistan Medical &amp; Dental Council</td>
<td>پاکستان میڈیکل اینڈ ڈانٹل کونسل</td>
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<td>Healthcare Service Provider</td>
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| HCE          | Healthcare Establishment | سلامتی اییرنگ/صحت کے ایکسپرو سنگرین/کمیٹی کی/
DEFINITIONS


a) Wholly or partly used for providing healthcare services; and

b) Declared by the Government, by an order published in the official Gazette, as a healthcare establishment;

Healthcare Services: means services provided for diagnosis, treatment or care of persons suffering from any physical or mental disease, injury or disability including procedures that are similar to forms of medical, dental or surgical care but are not provided in connection with a medical condition and includes any other service notified by Government.

Healthcare Service Provider: means an owner, manager or in-charge of a healthcare establishment and includes a person registered by the Pakistan Medical Dental Council, National Council for Tibb and Homeopathy or Nursing Council, pharmacy service provider.

صفحه چی سارسنیال کنترل اداره: ن چر مطلب آتی انتقال کرونا مرض، طب خلیل، نرسیده هور، بری گهر، ذنبد جر خلیل، هوموپرایم، طب خلیل، جراح خلیل، پرستاران، فیزیوتراپی خلیل، بازسازی خلیل، بهبود خلیل، انتخاب در کنار خلیل، جراح خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل.

صفحه جی سارسنیال جون خدمتمن کنترل: ن چر مطلب آتی انتقال چیکو جی، طب خلیل، چراکال، شفا هور، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل.

صفحه جی سارسنیال جون خدمتمن فراهمان کنترل: ن چر مطلب آتی انتقال چیکو جی، طب خلیل، چراکال، شفا هور، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل، ساماندارنگ خلیل.
EXECUTIVE SUMMARY

This Patient’s Charter developed by the Sindh Health Care Commission addresses the way in which healthcare services are to be provided, the level of quality expected, and the time by when care should be provided to the patients. The purpose of this Charter is to educate and refresh the community/people/patients regarding the understanding and recognition of the fact that healthcare and treatment is a right of an individual. This Patients’ Charter is based on principles that form the foundation for safe, equitable and quality healthcare services. However the rights and responsibilities represent a commitment or definition of what should be expected by the patients’, their carers and healthcare providers within the healthcare delivery system in Sindh.

This document will be reviewed annually or on a need basis, as deemed appropriate by the Sindh Health Care Commission, in view of its experiences, through a consultative process involving patients, former patients, family members, related professionals, staff and other stakeholder groups.

It also focuses on a Patient Centered Approach and promotes participation by patients and HCSPs as well as other HCEs. It also empowers patients and healthcare services users to demand quality healthcare services from all healthcare providers/healthcare establishments in Sindh.
Rights are legal, social, or ethical principles of freedom or entitlement; these are the fundamental normative rules about what is allowed to people or people to, according to the legal system, social convention, or ethical theory. “Health for all” is a primary goal of the Government of Sindh. However, provision of timely, appropriate and quality care through a regulated health sector is a primary objective of the Sindh Healthcare Commission (SHCC). Although Pakistan Medical & Dental Council (PMDC) and other regulatory authorities define the general public and patients’ rights in their code of ethics, but it is pertinent that most people/patients are not aware of their rights and responsibilities. As patients are the ultimate consumers of healthcare services, they play a vital role for provision of quality healthcare services. Therefore it is essential for the patients and for the general public to be aware of their rights and responsibilities.

GUIDING PRINCIPLES

There are three guiding principles which describes how this charter of patients’ rights and responsibilities applies to the healthcare delivery system in Sindh.

1. Everyone has the right to be able to access healthcare and this right is essential for the Charter to be meaningful.

2. The Sindh Government is committed to international agreements like the Geneva Convention, Alma Atta Conference, Sustainable Development Goals (SDGs) etc. about human rights which recognize everyone’s right to have the highest possible standard of physical and mental health.

3. Sindh consists of people with different cultures and way of life, and the Charter acknowledges and respects these differences.

RIGHTS OF PATIENTS

1. ACCESS

All patients have equal right to access healthcare services according to their needs and requirements and with no discrimination.

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RIGHTS OF PATIENTS

1. ACCESS

All patients have equal right to access healthcare services according to their needs and requirements and with no discrimination.
A. Responsibilities:

- The right to access health services irrespective of age, color, disability or illness, gender, marriage, maternity, religion or belief, nationality, politics or social status.
- The right to easy access to registration/help desk to get registered and be guided to the respective services as per requirement.
- Receive information and advice on how to stay as healthy as possible and self-manage an existing health problem.

A. Rights consists of:

- The right to health, well-being and safety.
- The right to access health services irrespective of age, color, disability or illness, gender, marriage, maternity, religion or belief, nationality, politics or social status.
- The right to easy access to registration/help desk to get registered and be guided to the respective services as per requirement.
- Receive information and advice on how to stay as healthy as possible and self-manage an existing health problem.
- Have easy access to special arrangements for the elderly and the in order to access required health services.
- To get protection through screening and immunization programmes where available and appropriate and according to established protocols.

- Receive emergency healthcare, unconditionally. However, once the emergency has been dealt with, the patient may be discharged or referred to another healthcare establishment. (Emergency healthcare is a situation threatening immediate danger to life or severe irreversible disability, if healthcare is not provided urgently.)

A. Responsibilities:

All patients and their carers’ responsibilities include:

- To provide accurate and complete personal contact details i.e. full name, age, complete postal address, contact numbers etc. and notify any changes in the above information.
- To provide complete and accurate information about the patient’s health including present health condition, previous medical history, medications, hospital stays, herbal/homeopathic and other traditional remedies and any other matter impacting on the patients’ health.
- To take part in screening and immunization campaigns to prevent the spread of infectious diseases.

B. Frustrated

Complainant's rights' satisfaction (in English):

1. The right to health, well-being and safety.
2. The right to access health services irrespective of age, color, disability or illness, gender, marriage, maternity, religion or belief, nationality, politics or social status.
3. The right to easy access to registration/help desk to get registered and be guided to the respective services as per requirement.
4. Receive information and advice on how to stay as healthy as possible and self-manage an existing health problem.
5. Have easy access to special arrangements for the elderly and in order to access required health services.
6. To get protection through screening and immunization programmes where available and appropriate and according to established protocols.
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3. To take part in screening and immunization campaigns to prevent the spread of infectious diseases.
• To attend scheduled appointment on
time. If, for any reason, one is not able
to attend or is delayed, he/she should
immediately notify the concerned
staff member of the healthcare estab-
lishment/practitioner.

2. SAFETY & PROTECTION

All patients have the right to safe
and effective healthcare services
which promote health and prevent
disease.

1. Rights of the patients include:

• To be attended, treated and cared for
  with due skill, and in a professional
  manner, in accordance with the
  accepted standards of health and
  in line with the principles of medical
  ethics and the code of ethics laid down by
  the regulatory authorities in the
country/province.

• To expect that the treatment is provided
  in an appropriate, safe and clean
  environment with attention paid to
  protecting the patient from acquiring
  the Hospital Acquired Infection
  (HAI). This should be given priority
  by all healthcare providers/
  practitioners/health establishments.

• To be given written instructions
  regarding his/her treatment, including
  instructions at the time of discharge.

• To access healthcare services and
treatments that meet safety standards.

• To expect that any care and treatment
  being provided is duly qualified,
  experienced and registered
  healthcare practitioner/staff.

• To expect that care received is free
  from harm resulting from the poor
  functioning of healthcare services, lack
  of necessary equipment in working
  order, medical malpractices and
  errors.

• To expect that healthcare staff should
  always attend to and hand equipment
  hygiene prior to the initiation of any
  type of procedure.

• To expect that all HCEs and HCSPs meet
  the required standards of hygiene,
  infection prevention and waste
  management.

2. Responsibilities:

All patients & their carers’ responsi-
bilities are:

• Jariy declaration. If a patient is
  not being treated in a professional
  manner, he/she should notify the
  concerned staff member of the
  healthcare establishment.

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To take care of their health by adopting a healthy lifestyle and maintain a positive attitude towards life and health.

To have regular checkups and report any health related changes to a healthcare provider.

In case of a minor, following a healthy lifestyle and taking responsibility of the parent or guardian. They are also responsible for his/her actions if he/she refuses treatment for the minor or does not follow the given instructions.

Respect the rights of others and not endanger other people’s life and health.

To use health services appropriately and responsibly. This includes avoidance of wastage of resources.

To forward any information related to the medicines one is taking to a healthcare provider.

To follow any advice one is given regarding medication and treatment.

To inform a healthcare provider about any known or possible allergies to any medicines, foods and materials.

To finish any course of agreed treatment and consult a doctor before deciding to change or stop any treatment.

Not to take any medication that is expired or prescribed for someone else.

To store medicines in an appropriate environment and in a safe place.

To use healthcare equipment only for its intended use.

To refrain from sitting on the bed of any patient if someone is visiting in hospital.

3. RESPECT & DIGNITY

The right to be shown respect, dignity and consideration.

A. Rights:

- The healthcare provider demonstrates dignity, patience, empathy, tolerance and courtesy while treating an individual.
- Be treated with respect and dignity irrespective of age, disability, gender, marriage, pregnancy, maternity, race, religion, socio-economic status, cultural beliefs, colour, caste or creed.

- To store medicines in an appropriate environment.
- To report any changes in condition.
- To respect the privacy of other patients.
- To use healthcare equipment only for its intended use.
- To refrain from sitting on the bed of any patient if someone is visiting in hospital.

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B. Responsibilities:

All patients & their carers' responsibilities are:

- To treat healthcare staff and other patients, carers and family members with dignity and respect.
- Not to be violent or aggressive towards healthcare staff/provider or other patients, their carers, and family members.
- Not to subject any healthcare staff/provider to any racial, sexual or any other kind of harassment or abuse.
- To respect all healthcare establishment policies and procedures.

4. INFORMATION

All patients / general public have the right to give and receive information on healthcare.

A. Rights:

- To receive all the information about their medical condition, the care being received and options within established local parameters, risks and prognosis.
- To be given information in a way one can easily understand using the appropriate medium and language.
- To be given information to make informed choices about healthcare and treatment and be able to give informed consent.
- To be informed by the healthcare establishment/ healthcare provider regarding cancellation and/or postponement of any appointment, surgery, procedure, treatment or meeting.
- Be aware of the full identity and professional status of the healthcare service provider(s) and other staff providing the health services.

- Be treated in privacy and with dignity and have his/her religious and cultural beliefs respected throughout the duration of care, including but not limited to, taking a medical history, examination or adopting any other course of action.

B. Responsibilities:

All patients & their carers' responsibilities are:

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- Be treated in privacy and with dignity and have his/her religious and cultural beliefs respected throughout the duration of care, including but not limited to, taking a medical history, examination or adopting any other course of action.

B. Responsibilities:

All patients & their carers' responsibilities are:

- To treat healthcare staff and other patients, carers and family members with dignity and respect.
- Not to be violent or aggressive towards healthcare staff/provider or other patients, their carers, and family members.
- Not to subject any healthcare staff/provider to any racial, sexual or any other kind of harassment or abuse.
- To respect all healthcare establishment policies and procedures.

4. INFORMATION

All patients / general public have the right to give and receive information on healthcare.

A. Rights:

- To receive all the information about their medical condition, the care being received and options within established local parameters, risks and prognosis.
- To be given information in a way one can easily understand using the appropriate medium and language.
- To be given information to make informed choices about healthcare and treatment and be able to give informed consent.
- To be informed by the healthcare establishment/ healthcare provider regarding cancellation and/or postponement of any appointment, surgery, procedure, treatment or meeting.
- Be aware of the full identity and professional status of the healthcare service provider(s) and other staff providing the health services.

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- To respect all healthcare establishment policies and procedures.
B. Responsibilities:

All patients & their carers’ responsibilities are:

- To seek support, information and skills to adopt a healthier lifestyle and/or manage his/her condition.
- To inform the healthcare establishment/healthcare service provider of any change in one’s contact details.
- To discuss pain management and ask for pain relief when needed and inform a healthcare provider about the effectiveness of any treatment being prescribed.

5. PARTICIPATION

Have the right to participate in the collaborative process of decision making related to a particular healthcare need and to make an informed consent about one’s treatment and care.

A. Rights of the patient include:

- When mentally competent, one has the right to accept or refuse any treatment, examination, test or screening procedure that is offered in accordance with the law. Refusal of treatment must be signed and documented and be counter signed by a witness.
- To discharge oneself even if the decision is against the healthcare provider’s advice unless:
  ◦ The patient has an infectious disease that may influence the health of others, or:
B. Responsibilities:

All patients & their carers' responsibilities are:

1. To have been informed of the consequences arising from this action.

2. To receive a detailed explanation of the future and consequences of any research or clinical trials, including the informed consent form, if available.

3. To fill the “leave against medical advice (LAMA)” report. The healthcare provider will fill the “leave against medical advice (LAMA)” report.

4. To sign a “Discharge & Referral Request” or the healthcare provider will sign the “Discharge & Referral Request” form.

5. To be informed of the patient's safety if others are defined by law.

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B. Responsibilities:

All patients & their carers’ responsibilities are:

- To ensure that health records are accurate and up to date. The patient should inform the healthcare provider of any changes in name, address, phone number or other details.
- To inform the healthcare provider if any information on his/her health records is incorrect.
- To help healthcare provider in safeguarding patient confidentiality by respecting the privacy of other service users.
- To ensure that incases of children and females in the immediate post Anaesthesia phase, a female staff shall be present until a family member or carer can join the patient.

7. FEEDBACK AND COMPLAINT

A. Rights:

- Patients as well as their carers/ family have right to pass any feedback, suggestions and raise concerns or complaints as deemed necessary without any fear of retribution/revenge and compromise of access or quality of care.
- Should be aware of procedures of complaints and resolution of disputes and conflicts.
- To be given information and advice on how to give feedback and comment or raise concerns about the health services and care.

Directorate of Complaint SHCC

SINDH HEALTH CARE COMMISSION (SHCC)
Quality Care for All

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Seek compensation if patient has been harmed by, including but not limited to, maladministration, malpractice, negligent treatment, or failure on the part of the healthcare service provider or any staff rendering services at the healthcare establishment.

To expect that all complaints/concerns will be dealt with efficiently and properly investigated in a timely manner and kept informed that about corrective actions has been/ will be taken as a result of the complaint made.

B. Responsibilities:

To provide both positive and negative feedback about the care and treatment that received or about the health services in general. (This is an opportunity for healthcare service providers/ healthcare establishmentsto improve healthcare provision/services).

To withhold from initiating or participating in fraudulent healthcare and to report unethical or unprofessional behavior of healthcare providers to the appropriate authorities. This includes refraining from requesting incorrect information, receipts, certificates or unnecessary treatment.

To raise any concerns about the safety, effectiveness or cleanliness of services that may affect the health of patient, caretakers, and family/society.

To discuss any misunderstandings/lack of understanding regarding healthcare services, procedures, rules and policies of healthcare establishment through the appropriate methods/channels.

The above-mentioned rights and responsibilities are intended to be used as a tool that patients refer to or to know which their rights and responsibilities are while making use of the healthcare services in Sindh. It also focuses on a patient-centered approach and promotes patient participation as a key priority. It also empowers patients and healthcare services users to demand quality healthcare services from all healthcare providers/healthcare establishments.

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