

## Patients Rights & Responsibilities Charter

The Charter of Patient Rights is based on the National Human Rights Commission and international patient charters. It promotes patient-centered care, ensures transparency, and fosters a respectful relationship between patients and healthcare providers.

The Patients' Rights Charter was created to reach the following primary goals:

- **Empowerment:** It empowers patients by informing them of their rights and encouraging them to take an active role in their healthcare.
- **Protection:** It protects patients from discrimination, abuse, and neglect.
- **Accountability:** It holds healthcare providers accountable for providing respectful and patient-centered care.
- **Communication:** It facilitates open communication and trust between patients and their healthcare providers

### **Patient Rights:**

- **Right to Access Care:** Patients have the right to seek and receive appropriate healthcare services without discrimination based on race, ethnicity, religion, gender, sexual orientation, age, disability, or payment source.
- **Right to Respect and Dignity:** Patients have the right to be treated with respect, dignity, and compassion and to have their privacy and confidentiality protected.
- **Right to Information:** Patients have the right to receive clear and understandable information about their medical condition, treatment options, potential risks and benefits, and the costs of care. This includes the right to ask questions and receive answers in a language they understand.
- **Right to Participate in Decision-Making:** Patients have the right to participate in decisions about their healthcare actively. This includes the right to give or refuse consent to treatment, to choose their healthcare providers, and to seek a second opinion.
- **Right to Privacy and Confidentiality:** Patients have the right to have their medical information kept private and confidential and to control who has access to it.
- **Right to Make Complaints:** Patients have the right to express concerns or complaints about their care without fear of reprisal and to have those complaints addressed promptly and fairly.
- **Right to Due Process:** In certain situations, patients have the right to a fair process if their rights are limited (e.g., involuntary commitment for mental health treatment).

### **Patient Responsibilities:**

- **Responsibility to Provide Accurate Information:** Patients have the responsibility to provide complete and accurate information about their medical history, current health status, and any other relevant information needed for their care.
- **Responsibility to Follow Treatment Plans:** Patients have the responsibility to make a good-faith effort to follow agreed-upon treatment plans and to keep appointments.
- **Responsibility to Respect Healthcare Providers and Staff:** Patients have the responsibility to treat healthcare providers and staff with respect and courtesy, and to refrain from disruptive or abusive behavior.
- **Responsibility to Pay for Services:** Patients have the responsibility to make arrangements to pay for the healthcare services they receive, to the best of their ability.
- **Responsibility to Ask Questions:** Patients have the responsibility to ask questions if they do not understand any aspect of their care, treatment, or billing.
- **Responsibility to Be Involved in Their Care:** Patients have the responsibility to be actively involved in their own healthcare decisions and to communicate openly with their healthcare providers.