

## **Rights of the patient and family**

### **1. CARE**

- Right to receive treatment
- Right to be heard to his/her satisfaction without the interruption
- Expectation from the doctor to write the prescription legibly and explain to the patient
- Right to have information and access on whom to contact in case of an emergency.

### **2. CONFIDENTIALITY AND DIGNITY**

- Respect for personal dignity and receive care without any discrimination and personal stigma.
- Privacy during examination, procedures and treatment.
- Protection from physical abuse and neglect.
- Accommodating and respecting their special needs.
- Right to confidentiality about their medical condition.

### **3. INFORMATION**

- Right to refusal of treatments.
- Informed consent before anaesthesia, blood and blood product transfusions and any invasive or high-risk procedures.
- Right to have knowledge of risks, benefits, expected treatment, outcomes and possible complications and costs of treatment.
- Access to his/her clinical records.
- Right to have knowledge of names, dosages and adverse effects of the medication.
- Right to information on hospital rules and regulations
- Information on organ donation.

### **4. PREFERENCES**

- Right to seek second opinion on his/her medical condition.
- Right to information from doctor about treatment options.

### **5. RIGHT TO REDRESS**

- Information on how to voice a complaint.
- Right to fair and prompt hearing of his/her concern
- Right to appeal to higher authority.