

RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL

Patients' Rights Policy

Effective Date: _____

Review Date: _____

1. Purpose

The purpose of this policy is to define and protect the rights of patients at RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL. Upholding these rights ensures patient safety, dignity, autonomy, and access to quality healthcare services in a fair, ethical, and respectful environment.

2. Scope

This policy applies to:

All patients receiving care at the hospital

Medical, nursing, administrative, and allied health staff

Volunteers and contractors involved in patient care or support services

3. Policy Statement

RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL is committed to:

Protecting and promoting the rights of all patients.

Providing safe, respectful, and equitable healthcare services.

Ensuring patients have access to information and the ability to make informed decisions.

Respecting cultural, religious, and personal beliefs in healthcare delivery.

4. Patients' Rights

4.1 Right to Information

Patients have the right to receive clear, accurate, and timely information about:

Their diagnosis, treatment options, and prognosis

Potential risks and benefits of procedures

Available support services and resources

Information should be provided in a language and manner the patient understands.

4.2 Right to Informed Consent

Patients have the right to voluntarily accept or refuse treatment after receiving adequate information.

Consent must be obtained prior to procedures or interventions, except in emergencies.

4.3 Right to Privacy and Confidentiality

Patients' medical records, personal information, and consultations must be kept confidential.

Disclosure of information requires patient consent or as mandated by law.

4.4 Right to Respect and Dignity

Patients must be treated with courtesy, respect, and consideration for their values, beliefs, and cultural background.

Discrimination based on race, gender, religion, age, disability, or social status is strictly prohibited.

4.5 Right to Access Healthcare

Patients have the right to timely access to appropriate medical care and services.

Emergency care must be provided without delay, regardless of the patient's ability to pay.

4.6 Right to Participate in Care

Patients have the right to be involved in decisions about their treatment and care planning.

Patients can ask questions, request explanations, and participate in shared decision-making.

4.7 Right to Safety

Patients have the right to safe, high-quality healthcare free from preventable harm.

Hospitals and staff must follow established safety protocols and infection control measures.

4.8 Right to Complain and Feedback

Patients may voice complaints or concerns regarding care or services without fear of retaliation.

The hospital will investigate complaints promptly and fairly and implement corrective actions where necessary.

5. Responsibilities of Patients

Provide accurate and complete information about their health and medical history.

Follow recommended treatment plans and instructions provided by healthcare professionals.

Respect hospital staff, other patients, and the hospital environment.

Comply with hospital rules and policies while receiving care.

6. Staff Responsibilities

Respect and uphold patients' rights at all times.

Provide information and education to patients regarding their care.

Maintain confidentiality and privacy of patient information.

Respond to complaints and feedback professionally and promptly.

7. Quality Assurance

The hospital will monitor compliance with patient rights through:

Patient satisfaction surveys

Audits of care delivery and documentation

Review of complaints and resolution outcomes

Continuous improvement measures will be implemented based on feedback and audits.

8. Legal and Ethical Compliance

Adherence to national healthcare laws, regulations, and ethical standards is mandatory.

Any violations of patients' rights will result in investigation and disciplinary action as appropriate.

9. Review of Policy

This policy will be reviewed every two years or whenever updates in legislation, regulations, or best practices occur.

Updates require approval from the Hospital Management Committee.

10. Acknowledgment

I, _____, acknowledge that I have read, understood, and agree to comply with the Patients' Rights Policy of RAHIM MEDICAL CENTRE AND GENERAL HOSPITAL.

Signature: _____

Date: _____