

PATIENTS' RIGHTS

1. Care:

Patients have a right to receive treatment irrespective of their type of primary and associated illnesses, socio-economic status, age, gender, sexual orientation, religion, caste, cultural preferences, linguistic and geographical origins or political affiliations,

- Right to be heard to his/her satisfaction without the doctor interrupting before completion of narrating their entire problem and concerns.
- Expectation from the doctor to write the prescription legibly and explain to the patient on the details on dosage, dos & don'ts & generic options for the medicines.

They have to be provided with information and access on whom to contact in case of an emergency.

2. Confidentiality and Dignity:

- Right to personal dignity and to receive care without any form of stigma and discrimination.
- Privacy during examination and treatment
- Protection from physical abuse and neglect
- Accommodating and respecting their special needs such as spiritual and cultural preferences.
- Right to confidentiality about their medical condition

3. Information:

The information to be provided to patients are meant to be & in a language of the patient's preference and in a manner that is effortless to understand.

- Patients and/ or their family members have the right to receive complete information on the medical problem, prescription, treatment & procedure details.
- A documented procedure for obtaining patient's and / or their family's informed consent exists to enable them to make an informed decision about their care. This process is an important patient right and needs to practice with utmost diligence and transparency.
- Patients have to be educated on risks, benefits, expected treatment outcomes and possible complications to enable them to make informed decisions, and involve them in the care planning and delivery process.
- Patients have the right to request information on the names, dosages and adverse effects of the medication that they are treated with.
- Patients have the right to information on hospital rules and regulations.
- Information on organ donation

4. Preferences:

- Patient has the right to a seek a second opinion on his/her medical condition.
- Right to information from the doctor to provide the patient with treatment options, so that the patient can select what works best for him/her.

5. Right to redress:

Patient has the right to justice by lodging a complaint through an authority dedicated for this purpose by the healthcare provider organisation or with government health authorities.

The patient has the right to a fair and prompt hearing of his/her concern.

PATIENTS' RESPONSIBILITIES

1. Honesty in Disclosure:

I will be honest with my doctor & disclose my family/ medical history.

Treatment Compliance:

- I will be punctual for my appointments
- I will do my best to comply with my doctor's treatment plan
- I will have realistic expectations from my doctor and his treatment
- Inform and bring to the doctor's notice if it has been difficult to understand any part of the treatment or of the existences of challenges in complying with the treatment.
- I will display intent to participate intelligently in my medical care by actively involving myself in the prescribed do-at-home activities.

2. Intent for Health Promotion

I will be honest with my doctor & disclose my family/ medical history.

I will do everything in my capacity to maintain healthy habits & routines that contribute to good health, and take responsibility for my health.

3. Transparency and Honesty

I will be honest with my doctor & disclose my family/ medical history.

Treatment Compliance:

- I will make a sincere effort to understand my therapies which include the medicines prescribed and their associated adverse effects and other compliances for effective treatment outcomes.

- I will not ask for surreptitious bills and false certificates, and/or advocate forcefully by unlawful means to provide me with one. If I am not happy, I will inform and discuss with my doctor.
- I will report fraud and wrong-doing

4. Conduct:

- I will be respecting the doctors and medical staff caring and treating me.
- I will abide by the hospital / facility rules.

DOCTORS' CODE OF PRACTICE

1. Transparency and Honesty:

I will inform you of my qualifications to perform the proposed diagnostic measures or treatments.

2. Patient Friendly:

- I will schedule appointments in such a manner that it will allow me the necessary time to interact and examine you with minimal waiting times & listen to your problems and concerns without interruptions or distractions.
- I will encourage you to bring a friend or relative into the examining room with you.

3. Effective Communication for Patient Education

- I will explain your prognosis, further diagnostic activity and treatment in simple terms such that it facilitates easy understanding to you.
- I will prescribe an Information Therapy, and discuss your diagnostic, treatment and medication options, to enable you to make well-informed decisions.
- I will not proceed until you are satisfied and convinced that you understand the benefits and risks of each alternative, and I have your agreement on a particular course of action.

4. Implement the patient charter

- I will publish the patient charter in English, hindi and the local languages.
- I will display the patient charter prominently and at multiple locations in the healthcare provider setting.
- I will implement the patient charter in its true spirit in my everyday medical practice.