

Charter of patient's rights in Karmania hospital

➤ **Receiving health services in a favorable manner is a patient's right.**

- ❖ Providing health services should be worthy of human dignity and with respecting to the patient's values and beliefs free from any discrimination.
- ❖ Providing services should be done regardless of costs paying in urgent and emergency cases and based on the rules in non-emergency cases.
- ❖ If it's not possible to provide appropriate services in urgent and emergency situations, it is necessary to provide essential services and explanations to patient for preparing basis of patient transferring to an equipped center.

➤ **Adequate information should be provided to the patient in a good way.**

- ❖ At the admission time, information content should include: providing necessary training for treatment continuance, rules and predictable costs (medical and non-medical) , insurance and introducing the support systems.
- ❖ The information should be provided to the patient at the right time, according to conditions (anxiety, pain and etc.) and patient 's characteristics (language, education and etc.).
- ❖ The patient can access to all the information recorded in his/her file and request to correcting mistakes.

➤ **Patient's right to choose and make a free decision in receiving health services should be respected.**

- ❖ The patient can choose her/his curer doctor and the health services provider center in frame of ground rules, selection and second doctor's suggestions (as a consultant).
- ❖ After providing the information, it is necessary to give enough time to the patient to makes a decision.

➤ **Health services providing must be based on respecting compliance of confidentiality and patient's privacy.**

- ❖ Expect for legal exceptions, it is necessary to consider the principle of confidentiality regarding all patient's information.
- ❖ In all care stages, the patient's privacy must be respected and all necessary facilities must be provided to guarantee it.
- ❖ Only the treatment group, the people authorized by the patient and who are considered legally authorized can access to the patient's file information.
- ❖ The patient has right to have a trusted person as companion during all diagnosis procedures including examinations.

➤ **Access to an efficient complaint meeting system is patient's right.**

- ❖ Patient has right to complain about his/her broken rights to the competent authorities without disruption in services quality.
- ❖ The patient has right to be informed about the meeting of complaints process and the results.
- ❖ Damages caused by the provider's error must be compensated in the shortest possible time after meeting and proofing, according to the regulations.

