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Patient Rights and Responsibilities

	Name	Designation	Signature	Date
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Reviewed by	Dr. Hala Abu Zeid	Regional Chief Medical Officer		19/3/2025
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1. REVISION HISTORY

#	Version	Date	Change Made by	Reason for change	Clause Changed
1	1.0	19/03/2025	Ms. Hosn Saif Eddine	New Policy	-

2. REVIEW HISTORY

Review Date	Version #	Reviewed by	Signature	Approved by	Signature	Next Review

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3. POLICY STATEMENT:

- 3.1 Burjeel Al Ain Region facilities, consistent with its mission, vision and value statements is committed to the delivery of patient – centered quality care in an atmosphere conducive to the preservation of those rights.
- 3.2 The security, privacy, dignity, psychosocial, spiritual and cultural needs that impact on the patient’s well-being and quality of care are respected, supported and protected whenever possible. It is the responsibility of all staff to ensure that the following patients’ rights are met during all aspects of delivery service.
- 3.3 The patient’s Rights and Responsibilities are posted throughout the facility in the two most common languages Arabic and English.
- 3.4 Patients are informed about the expected outcomes of care and treatment and any unanticipated outcomes.
- 3.5 Burjeel Al Ain Region:
 - 3.5.1 Understands the patient and family rights as identified in the DOH regulations and in relation to the cultural practices of the community or individual patients.
 - 3.5.2 Educates the staff about patient and family rights and explains their responsibilities and protecting the patients’ rights.
 - 3.5.3 Ensures to inform the patient’s rights and responsibilities to each patient in a language that patient understands
- 3.6 Burjeel Al Ain Region Leadership:
 - 3.6.1 Seek to reduce physical, language, cultural, and other barriers to accessing and delivery of services, Uniform patient care results in the efficient use of resources and permits the evaluation of outcomes of similar care throughout the hospital.
 - 3.6.2 Respect medical information as confidential and has implemented policies and procedures that protect such information from loss or misuse. The policies and procedures reflect information that is released as required by DOH laws and regulations.
 - 3.6.3 Maintain patient and family rights in accordance with the ethical framework during the health service provision and resolve any conflicts that arise.
 - 3.6.4 Ensure that all staff are knowledgeable about patient rights and can explain their responsibilities in protecting patient rights.
- 3.7 All staff shall maintain the Patient privacy, particularly during clinical interviews, examinations, procedures/treatments, and transport.

4. PURPOSE:

- 4.1 To outline the steps required to ensure that patients receive information concerning their Rights and Responsibilities.

5. SCOPE:

- 5.1 Hospital wide


6. DEFINITIONS:

Nil

7. ACRONYMS USED:

DOH: Department of Health

UAE: United Arab Emirates

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8. RESPONSIBILITIES:

8.1 Hospital Management, all personnel involved

9. PROCEDURE:

9.1 “Patient’s Rights and Responsibilities” policy places patients first and ensures that the focus of care and service is on high quality health care and health services; in this way the Hospital establishes consumer rights and standards that will inform patients what they may expect from the Hospital services.

9.2 The Management has a duty to identify, promote and protect patient rights within the hospital.

9.3 The management has outlined the steps required to ensure that patients receive information concerning their Rights and Responsibilities.

9.4 The management ensures that staff working in the Hospital is aware and understand the rights and responsibilities of the patients who are in their care.

9.5 The security, privacy, dignity, psychosocial, spiritual and cultural needs that impact on the patient's well-being and quality of care are respected, supported and protected whenever possible. It is the responsibility of all staff to ensure that the following patients' rights are met during all aspects of service delivery.

9.6 Patients and families participate in the care process by making decisions about care, asking questions about care, and even refusing diagnostic procedures and treatment.

9.7 The hospital supports and promotes patient and family involvement in all aspects of care. (Also See Patient and Family Participation in Care Processes)

9.8 Patient Rights and Responsibilities statement address the patient’s right to seek a second opinion without fear of compromise to their care within or outside the organization. (See Patient Rights and Responsibilities Statement).

9.9 Patient Rights at Burjeel Al Ain Region

9.9.1 Be treated to the highest professional standards by appropriately licensed, qualified and experienced practitioners in a properly licensed and approved facility.

9.9.2 To be informed (patient and families) about the care and services, how to access those services, regulations and relevant policies of the healthcare organization.

9.9.3 To be informed of an alternative source of care and services if care and services are not available at the facility.

9.9.4 To receive care regardless of race, creed, color, national origin, gender, age or disability.

9.9.5 To have considerate and respectful care consistent with the patient’s personal values and beliefs and to have access to spiritual & religious support.

9.9.6 To be in a clean and safe environment.


9.9.7 To have privacy for both person and information.

9.9.8 To have reasonable safety in relation to the healthcare facility and environment practices which includes valuables and personal belongings safeguarded during an emergency situation and to be protected from any type of assault.

9.9.9 To receive appropriate protection and services if you are a vulnerable child, disabled individual, and/or elderly.

9.9.10 To have all your information kept confidential and protected from loss or misuse.

9.9.11 To receive treatment in emergency situation regardless of whether or not you hold insurance.

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9.9.12 Prior to making decisions you are entitled to information on your medical condition, conveyed in a way you can understand. This information shall include, except in emergency situations and where applicable:

9.9.12.1 Treatment options (including surgery process)

9.9.12.2 Known outcome

9.9.12.3 Known risks of treatment

9.9.12.4 Known risks and consequences of non-treatment

9.9.12.5 Estimated hospital bill

9.9.12.6 Plan for your continuous care after discharge

9.9.12.7 The names of the healthcare professionals responsible for treatment

9.9.13 To request a medical report and access their medical record as permitted by law.

9.9.14 To be involved in any decision making about your treatment and care.

9.9.15 To refuse or discontinue treatment against the doctor's advice, to the extent permitted by law, patient may do so after signing a form to request discharge against medical advice that has explained the consequences of such decision.

9.9.16 To have adequate assessment and management of pain.

9.9.17 To have access to your medical records and expect those records to be up to date and accurate.

9.9.18 To have communication in your native language or through the services of an interpreter.

9.9.19 To have information on how to make a complaint to the healthcare facility if unhappy about the lack of access to your rights, medical examination or treatment, behavior of staff or healthcare facility safety standards.

9.9.20 To give general concern for treatment and have the general scope and limits of this consent fully explained.

9.9.21 To provide their written consent prior to any video recordings or other images taken.

9.9.22 To be informed about their financial responsibilities.

9.9.23 To have respectful and compassionate end of life care.

9.9.24 To have the right to second opinion without compromising care within or outside the organization.

9.10 Patients' Responsibilities at Burjeel Royal Hospital - Asharej:

9.10.1 To bring their insurance card with you when you attend a healthcare facility.

9.10.2 To follow any specific rules and regulations of the health care facility.

9.10.3 To follow the treatment plan as outlined by the health care professional.

9.10.4 To ask any questions if they are not clear about any aspect of their health care provided.


9.10.5 To consider the rights and responsibilities of other patients and health care professionals.

9.10.6 Not to use abusive language or display anti-social behavior to other patients, visitors or staff.

9.10.7 To show consideration for the needs of others at all times, especially if their needs are greater than yours.

9.10.8 To give accurate information about personal details, medical history, medication received and history of allergies or sensitivity to medicines.

9.10.9 To use any emergency services only for every urgent problem or when you are unable to use other healthcare services.

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9.10.10 To face the outcomes of their own actions if they decide not to follow any advice, instructions and/or treatment plan and recommendations.

9.10.11 To safeguard their belongings whilst receiving any health care treatment.

9.10.12 To keep appointments and inform staff if they are unable to attend so that the time can be used by other patients.

9.10.13 To inform staff if you have special needs for effective discharge from the hospital or clinic. You should try to make preparations for discharge to the best of your ability as soon as you are medically fit.

9.10.14 To be accountable for payment of any deductible or medical services excluded from the insurance scheme provided by the practitioner/facility

10. CROSS REFERENCES:

10.1 Patient Rights and Responsibilities, DOH, PR/HCP/P0030/08 Version II

10.2 DOH Circular 120/2021, Patient's Rights and Responsibilities Charter

10.3 Ministerial Resolution No.14 of 2021 on the patient's rights and responsibilities

11. RELEVANT DOCUMENTS & RECORDS:

11.1 Patient Rights and Responsibilities Signage

11.2 Treatment Refusal /Against Medical Advice (AMA)

11.3 Against Medical Advice

11.4 Pain Management

11.5 Complaint Management Process

11.6 SUSPECTED ABUSE, NEGLECT, DOMESTIC VIOLENCE OR EXPLOITATION

11.7 CARE AT END-OF-LIFE CARE OF TERMINALLY ILL CARE OF DYING PATIENTS

11.8 Access to Medical Records/Information and Release of Records/Information

11.9 PATIENT AND FAMILY EDUCATION

11.10 Ethical Framework

12. APPENDICES:

12.1 Nil