



# Patients' Charter



PATIENTS' RIGHTS	PATIENTS' RESPONSIBILITIES	DOCTORS' CODE OF PRACTICE
<p><b>1. Care:</b></p> <ul style="list-style-type: none"> <li>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,</li> <li>Right to be heard to his/her satisfaction, without the doctor interrupting before complete narration of their entire problems and concerns.</li> <li>Expectation from the doctor that the prescription is written legibly and explanation provided on the details of dosage, do's &amp; don'ts &amp; generic options for the medicines prescribed.</li> <li>To be provided with information on whom to contact in case of an emergency and access to the same</li> </ul>	<p><b>1. Honesty in Disclosure:</b></p> <ul style="list-style-type: none"> <li>I will be honest with my doctor &amp; disclose my family/ medical history.</li> </ul>	<p><b>1. Transparency and Honesty:</b></p> <ul style="list-style-type: none"> <li>I will provide a printed schedule of my fee for office visits, procedures, testing and surgery, and provide itemized bills.</li> <li>I will inform you of my qualifications to perform the proposed diagnostic measures or treatments.</li> </ul>
<p><b>2. Confidentiality and Dignity:</b></p> <ul style="list-style-type: none"> <li>Right to personal dignity and to receive care without any form of stigma and discrimination.</li> <li>Privacy during examination and treatment</li> <li>Protection from physical abuse and neglect</li> <li>Respect of special needs such as spiritual and cultural preferences.</li> <li>Right to confidentiality of sensitive personal information.</li> </ul>	<p><b>2. Treatment Compliance:</b></p> <ul style="list-style-type: none"> <li>I will be punctual for my appointments</li> <li>I will do my best to comply with my doctor's treatment plan &amp; follow the instruction given by the doctor</li> <li>I will have realistic expectations from my doctor and his treatment</li> <li>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.</li> <li>I will display intent to participate intelligently in my medical care by actively involving myself in the prescribed do-at-home activities.</li> </ul>	<p><b>2. Patient Friendly:</b></p> <ul style="list-style-type: none"> <li>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 &amp; listen to your problems and concerns without interruptions or distractions.</li> <li>I will encourage you to bring a friend or relative into the examining room with you.</li> </ul>
<p><b>3. Information:</b> 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.</p> <ul style="list-style-type: none"> <li>Patients and/ or their family members have the right to receive complete information on the medical problem, prescription, treatment &amp; procedure details.</li> <li>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 be practiced with utmost diligence and transparency.</li> <li>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.</li> <li>Patients have the right to request information on the names, dosages and adverse effects of the medication that they are treated with.</li> <li>Patients or their authorized individuals have the right to request access and receive a copy of their clinical records.</li> <li>Patients have the right to complete information on the expected cost of treatment. The information should be presented as an itemised structure of the various expenses and charges.</li> <li>Patients have the right to information on hospital rules and regulations.</li> <li>Information on organ donation.</li> </ul>	<p><b>3. Intent for Health Promotion</b></p> <ul style="list-style-type: none"> <li>I will do everything in my capacity to maintain healthy habits &amp; routines that contribute to good health, and take responsibility for my health.</li> </ul>	<p><b>3. Effective Communication for Patient Education</b></p> <ul style="list-style-type: none"> <li>I will explain your prognosis, further diagnostic activity and treatment, in simple terms such that it facilitates easy understanding to you.</li> <li>I will prescribe an Information Therapy, and discuss your diagnostic, treatment and medication options, to enable you to make well-informed decisions.</li> <li>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 regarding treatment.</li> </ul>
<p><b>4. Preferences:</b></p> <ul style="list-style-type: none"> <li>Patient has the right to seek a second opinion on his/her medical condition.</li> <li>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.</li> </ul>	<p><b>4. Transparency and Honesty</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>I will not ask for surreptitious bills and false certificates, and/or advocate forcefully by unlawful means, to be provided with one.</li> <li>If I am not happy, I will inform and discuss with my doctor.</li> <li>I will report fraud and wrongdoing</li> </ul>	<p><b>4. Implement the patient charter</b></p> <ul style="list-style-type: none"> <li>I will publish the patient charter in English, Hindi and the local languages.</li> <li>I will display the patient charter prominently and at multiple locations in the healthcare provider setting.</li> <li>I will implement the patient charter in its true spirit in my everyday medical practice.</li> </ul>
<p><b>5. Right to redress:</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>The patient has the right to a fair and prompt hearing of his/her concern.</li> <li>The patient, in addition, has the right to appeal to a higher authority in the healthcare provider organisation and insist on the written acceptance of the complaint.</li> </ul>	<p><b>5. Conduct:</b></p> <ul style="list-style-type: none"> <li>I will respect the doctors and the medical staff, caring and treating me.</li> <li>I will abide by the hospital / facility rules</li> <li>I will bear the agreed expenses of the treatment that is explained to me in advance and pay my bills on time.</li> </ul>	

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Disease Management Association of India

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NABH

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