



Ministry of Health
Directorate General of Private Health
Establishments

Patients Rights & Responsibilities Policy

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This documents contains 9 pages



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DEFINITION AND ABBREVIATIONS

Patient: The person receiving care

Clients Persons who may be other than the patient e.g. relatives or visitors

Private Health Establishments: location where health care services are offered, clinical services, preventive services, rehab services, lab services, other diagnostic services, pharmacy, etc.

MoH: Ministry of Health

DGPHE: Directorate General of Private Health Establishments



1. PURPOSE

To ensure that patient's rights are protected, private health establishments' staff must work to establish trust and open communication with their patients and understand and protect each patient's cultural, psychosocial and spiritual values. Health care staff must be taught to understand and respect patient's beliefs and values and to provide considerate and respectful care that protects patient's dignity.

2. POLICY STATEMENT

DGPHE mandates that all private health establishments should abide, respect and comply with the following MoH stated patient rights and responsibilities and at all times safeguard and preserve patient/client rights during the course of clinical care and other services provided to the patient. All patients must be informed about their rights in a manner that they can understand.

2.1 MoH states that the PATIENT has the following RIGHTS:

- To know the mission statement of the private health establishments and type of services that they provide.
- To be treated with dignity and respect, consistent with professional standards for all patients regardless of manner of payment, race, age, sex, nationality, religion, culture, disability or any other factor.
- To receive care that is considerate, respectful of the patients' personal values and beliefs.
- To receive health care on the basis of clinical needs
- To receive emergency medical care and treatment easily and promptly.
- To be referred to a specialist/consultant for special care when there is a clinical need.
- To receive detailed explanation of their condition, care, treatment and aftercare, in terms that are free from professional jargons in order that the patient can fully understand.
- Patients have the right to access their Medical Record and Medical Information



- Patients have the right to a second opinion or to have their care transferred to another physician if they are not satisfied with the care or opinion provided.
- Patients have the right for privacy during examination, procedures, clinical care/ treatment; and they have the right to know who is in attendance and the purpose of those in attendance on them.
- Patients have the right to informed consents (verbal and written) for treatment, procedures, and interventions.
- To receive verbal and written information about any proposed treatment and to be told if there are any alternatives available.
- To have all clinical and pharmaceutical records kept fully updated and relevant, information fully documented and personal details and records are kept fully confidential and protected from loss and misuse.
- Have the freedom to choose their pharmaceutical care provider.
- To receive relevant, current and understandable information concerning their drugs and treatment.
- In decision making about their drugs and treatment choices.
- To discuss and request information related to their specific drug therapy, possible adverse side effects and drug interactions.
- To have drug therapy monitored for safety and efficacy and to make reasonable efforts to detect and prevent drug allergies, adverse reactions or contraindications.
- To monitor the patient compliance and proper drug use and institute remedial interventions when necessary.
- To be provided with Arabic/English interpreter services; and all other language barriers will be accommodated based upon available of translation resources.
- To have any complaint that they may make, acknowledged, fully investigated, and be provided with a written response as per the facility policy.
- To be protected from physical assault during their visit/ stay in the health care establishment.



- To appropriate protection if they are children, disabled, elderly or vulnerable.
- To care at the end of their life with respectful and compassionate way.

2.2. PATIENT EXPECTATIONS

Patients and their relatives expect a lot of things being treated in private health establishments. The following expectations should be addressed carefully and professionally by the healthcare providers:

- That the health care establishment to inform them of the care and services they provide and how to access them.
- Clear sign postings to enable them and their family to find their way in and out of hospitals and clinics.
- The hospital, clinic and pharmacy environment to be clean, safe and secure.
- To be greeted by staff in a courteous and polite manner when they visit the hospital or clinic.
- When attending an Emergency Department can expect to be examined on arrival and their priority of care and need for treatment to be assessed and to be seen accordingly.
- When admitted in hospitals/day care surgery, can expect to have their needs identified, and a written plan of care developed that will demonstrate how the patient/client needs have been met.
- When admitted, can expect to have a full medical and nursing assessment of their individual clinical needs.
- To be told the date of their discharge in advance and to be given details of all aftercare arrangements.
- That their family will be kept informed of their progress provided that they have agreed for such information to be passed on.
- During an emergency to have facilities for the safe keeping of belongings and personal items when admitted to the hospital.
- All staff with whom they interact to maintain a high degree of professionalism and confidentiality.



2.3. PATIENTS RESPONSIBILITIES:

It is the goal of the MoH to assure that the Patients receive the best possible health care. The private health establishment reserves the right to expect that the Patients will do their best to meet the following responsibilities during their stay at the hospital or during visit at a clinic.

The Patients/Clients responsibilities are:

To bring their medical card/ insurance card with them every time they attend the health care establishment.

- To follow the rules and regulations of the health care facility.
- To show respect and to be courteous to the staff.
- Not use abusive language and/or display unsocial behaviour to other patients, visitors or staff.
- To show consideration for other patients needs, especially where their needs are greater.
- To use the emergency and walk in services appropriately.
- Should give accurate information about personal details and past medical history as well as to inform the medical staff of any treatments and medications that they are taking and history of allergy or of allergic reaction to any medication.
- Be accountable for their own actions if they decide not to follow the health care provider instructions and/or treatment plan and recommendations.
- To safeguard any belonging that they decide to keep in their possession after they have been admitted.
- To keep outpatient appointments and inform the clinic if they are unable to attend, in advance so that the appointment may be used for someone else in need.
- Inform the medical staff if they have any special requirements for discharge and are requested to be prepared to go home once medically discharged from the hospital.
- Is accountable for the payment of the services provided by health establishments as applicable.



3. SCOPE

Safeguards patients, and provides them the rights during their treatment or when receiving services at any private health care establishment, also informs patients of their responsibilities in order that they comply to and respect the rules and regulations of the health care establishment.

4. TARGET AUDIENCE

All staff working in the private health care settings in the Sultanate of Oman and all patients receiving care/services from any private health care establishment.

5. RESPONSIBILITY

5.1. The health facility management and staff places patients first and ensures that the focus of care and service is on high quality health care and services; establishes consumer rights and standards and will inform patients and clientele what they may expect from the private health establishments during their treatment or any encounter at the facility.

5.2. Every effort should be made by the private health establishments to meet these standards and when the service fails to meet them, clientele should feel free to raise concerns, at the time with the Manager/ Department staff or patient relations department.

5.3. If the concerns expressed by the patient/ clientele require that an investigation is required, and the investigation fails to meet the complainants' satisfaction, then client can approach DGPHE and make a complaint. DGPHE will follow Complaint Management process and strive to achieve patient/client satisfaction.

5.4. Additionally, DGPHE will monitor facilities and interact randomly with the patients and staff to audit policy compliance.

6. PROCEDURE

Management and facility staff must ensure that the patient is informed of their rights and responsibilities as per the policy statement, compiling the information as a booklet/handbook, placing posters in the facility etc.

7. REFERENCES

1- Health Authority – Abu Dhabi: Patients Right and Responsibilities, Revised Feb 2010