

## Community cooperation & institution commitment to provide excellence in health service



### Access to Health Services

#### Rights

- To receive primary healthcare services at your mother health institute.
- To receive healthcare services in specialized healthcare institutions, through referral and appointment coordination system.
- To receive healthcare services at first healthcare institution in case of emergency.
- To receive the appropriate healthcare services at the right time.

#### Responsibilities

- To seek primary healthcare services from your mother health institute.
- To adhere to the scheduled appointment, otherwise call in case of rescheduling or cancellation.
- To appreciate that some patients' health situations mandates to receive care before you.
- To leave the healthcare institutes after receiving the healthcare required.
- To respect the hospital visiting hours.
- To appreciate that hospitals and health centres are considered educational centres.



### Communication

#### Rights

- To be informed about your health condition and treatment plan in an understandable language.
- To know the name and specialty of the treating doctor and the medical team taking care of you.
- To discuss with the treating doctor the expected outcomes of the treatment plan.
- To be informed about any medical error you encountered during the medical care and about the mechanisms followed in such situations.
- To receive a discharge summary.
- To request a medical report explaining your medical situation as per rules and regulations followed by the healthcare institution.
- To receive attendance certificate or sick leave based on the recommendations of the treating doctor.

#### Responsibilities

- To provide all required information during your first registration at the healthcare institution.



### Participation in Treatment Plan Services

#### Rights

- To be involved in your treatment plan whether accepting or refusing the diagnostic or therapeutic procedure
- To know the nature of the diagnostic or therapeutic procedure decided by your treating doctor before it's executed

#### Responsibilities

- To disclose any information related to your current and past medical condition
- To follow the treatment plan and comply with the instructions, given by your treating doctor



### Respect and Appreciation

#### Rights

- To be respected and appreciated by all healthcare workers
- To receive appropriate care while allowing natural death and proper body handling upon death

#### Responsibilities

- To treat all healthcare workers with respect and to stop Violence (verbal or physical) and abuse to healthcare workers, mandate immediate investigation of reported violence/ abuse legal accountability, and punishment according to the Articles 192, 191 and 193 of the Oman Panel Law.
- To respect other patients' privacy and comfort.
- To show respect to the traditions and customs, and to reflect decent appearance and acceptable clothing when accessing healthcare institutions.



### Privacy

#### Rights

- To protect your privacy and medical information.
- To accept or reject the participation in any proposed research to you.



### Safety

#### Rights

- To receive healthcare services in a safe environment
- To receive proper guidance and orientation on the available facilities in healthcare institutions
- To ask healthcare providers: "did you wash your hands?"

#### Responsibilities

- To follow the healthcare institution's rules and regulations affecting safety and conduct
- To get only essential belongings in case of admission in healthcare institution
- To preserve the properties of healthcare institution



### Commendation and Comments

#### Rights

- you or one of your immediate family members have the right to share your recommendations, comments, and voice a complaints and concern regarding treatment and care without fear of reprisal.
- you have the right to voice your complaint to the head of primary health centre or to the patient services department in hospitals, when dissatisfied with any healthcare worker or care provided

