

Patient and Family Bill of Rights and Responsibilities

Safety and Security:

All patients have the right to:

- Receive care in a safe, secure and non-threatening environment.
- Receive considerate and respectful care in a smoke-free environment.

Quality of Service:

All patients have the right to:

- Express a concern or a complaint regarding the quality of care, and/or service received by filling in the comments card and / or approaching any HMC healthcare providers.
- Be informed on the hospital's mechanism for initiation, review and resolution of a complaint.

Patient and Family Responsibility

- In order to receive the best possible care, the patient, the patient's legal guardian / legal representative are required to:
- Provide, to the best of their knowledge, accurate and complete information about the patient's condition, medical history including medications, and other matters relating to the patient's health.
- Report unexpected changes in the patient's condition to the responsible healthcare provider.

- Respect and follow HMC rules and regulations.
- Respect restricted areas.
- Follow the treatment plan recommended by the caregiver responsible for the patient's care including the instructions given by nurses or other caregivers.
- Assume responsibility for his/her decision and its consequences in the event a patient refuses, withholds, or withdraws treatment or does not follow the caregiver's plan of care.
- Ensure that the financial obligations are fulfilled as promptly as possible.
- Respect other patient's rights.
- Refrain from smoking, control noise and limit the number of visitors according to HMC rules and regulations.
- Respect the property of HMC and other people within the facility.
- Keep follow-up appointments and when unable to do so, for any reason, call to cancel the appointment.
- Ask questions if the information provided is not understood.
- Safeguard personal belongings by identifying valuables to HMC personnel.
- Do not share medications with others.
- Leave the hospital when officially discharged.
- Respect the rights of HMC personnel, and treat them with due courtesy and respect.

APPENDIX A

PATIENT AND FAMILY BILL OF RIGHTS AND RESPONSIBILITIES

Patient and Family Bill of Rights and Responsibilities

Patient and Family Rights Access to Care:

All patients have the right to:

- Receive treatment in licensed facilities and from practitioners who are licensed to practice in the State of Qatar.
- Access healthcare services regardless of race, religion, nationality, beliefs, values, language, age or disability.
- Access emergency services regardless of the ability to pay.
- Receive care and services without unnecessary delay, and if there is a sign of delay in the provision of care, treatment and/or services, the patient, family, caregiver, or legal guardian shall be notified.
- Change physician and to transfer to another hospital as long as it is medically appropriate and feasible.
- Seek a second opinion without fear of compromise to their care within or outside HMC by informing the treating physician.

Patient Care:

All patients have the right to:

- Be informed about the treatment and services prior to receiving care.
- Receive respectful and considerate care at all times, maintaining the patient's personal dignity.

- Participate in the development, implementation, and revision of their plan of care, treatment and services.
- Make the decision to withhold or withdraw treatment.
- Accept or refuse treatments or procedures.
- Be given an appropriate and effective grievance support mechanism.
- Receive education that is appropriate to their age, cognitive level and care needs.
- Know the options for organ or tissue donation, when relevant.
- Receive timely pain assessment and management.
- Be free from restraint or seclusion unless medically necessary.
- Know if there are students and trainees involved in the care processes.

Research:

All patients have the right to:

- Participate in research when medically appropriate.
- Receive information about medical treatment which involves, and may be used for, research purposes.
- Give consent prior to participating in research.
- Refuse to participate in research, with the assurance that care shall not be adversely affected by such a refusal.

Payment for Services:

All patients have the right to:

- Be informed of the hospital's policies regarding payment, and to request, prior to treatment, an estimate of charges for medical care (if applicable).
- Receive detailed explanation of their bill in a way that can be understood.

Privacy, Confidentiality:

All patients have the right to:

- Have physical privacy during a medical examination and treatment.
- Refuse to talk to or see anyone not related to his or her care including visitors or people connected with the hospital.
- Have a person of one's own gender present during certain parts of the physical examination, treatment or procedure.
- Have their medical record read only by individuals directly involved in their care as authorized.
- Have all records pertaining to his or her medical care treated as confidential.
- Have a family member notified of his/her emergency admission to the hospital.
- Select a legal representative or legal guardian to be present during the presentation of medical information.

Access to Information and Communication

All patients have the right to:

- Receive information in a language they understand.
- Be informed of patient and family rights as early as possible in the course of his or her admission.
- Know the name and specialty status of those caregivers directly providing care and/or service.
- Have, upon request, access to additional information on the treating physician responsible for patient care.
- 1.6.5 Have, upon request, access to all information contained in their medical records, unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law and in consultation with a family representative, legal representative / guardian.
- Have, upon request, the release of their health information contained in their medical records which is not covered by laws and regulations. This shall be provided upon completion of the form request.
- A patient along with his/her legal guardian/ representative has the right to receive information about medical conditions, any confirmed diagnosis, planned care and treatments, the process used to give consent, and expected and unanticipated outcomes of care and treatment.