

PFR.17 Hospital leaders develop and adopt ethical standards in dealing with patients and their supporters and sponsors.

- PFR.17.1 Guidance is provided for clinical and non-clinical staff covering patient-care and non-patient care ethical issues.
- PFR.17.2 The hospital accurately bills for services.
- PFR.17.3 The hospital honestly portrays its services to patients.
- PFR.17.4 The hospital maintains ethical marketing.
- PFR.17.5 The hospital has a clear process to provide care for impoverished patients presenting with emergent situations.
- PFR.17.6 Outcomes of ethical considerations are reviewed and system improvements are made accordingly.

PFR.18 Hospital leaders ensure that patients, families, and staff members are informed about the choices and procedures of organ donations.

- PFR.18.1 The hospital makes patients or families aware of the options of organ donation.
- PFR.18.2 The hospital assigns trained staff to inform patients and families about organ donation in a manner that is sensitive to their situation and respectful of their beliefs and wishes.
- PFR.18.3 The hospital provides the family with all the necessary information about what can be donated, who can donate, how to donate, and the procedures involved in donation.
- PFR.18.4 The hospital provides the family with all the necessary information about the official "Fatwa" regarding organ donation.