

The rights of the patients under the influence of alcohol	
Overview <ul style="list-style-type: none"> short descriptive story summary of the facts 	<p>1. Patient A went to the hospital X to get help. We found out:</p> <ul style="list-style-type: none"> hospital is working properly there is a medical staff there are the patients patient is drunk patient's ankle is broken
Background <ul style="list-style-type: none"> challenges the patient face patient problem expression hospital problem 	<p>Customer Challenges:</p> <ul style="list-style-type: none"> to be listen to understand the situation <p>Customer Problems: Not to be treated properly Respect the basic human rights</p> <p>Hospital Problem: Strange patients behaviours Not to be able to communicate</p>
Solution <ul style="list-style-type: none"> patient behaviour and reactions who the patient can contact 	<p>Reactions: both consumer A and medical staff of the hospital X cannot communicate. Son B began to ask questions and try to calm his Mom. When they got no satisfied answers, they got frustrated and:</p> <p>Customer B can call the Commissioner for Patients' Rights</p>
Results <ul style="list-style-type: none"> possibilities for problem solving decisions taken 	<ul style="list-style-type: none"> <input type="checkbox"/> experts went to the specified locations of the X. <input type="checkbox"/> ordering an additional check of procedures if necessary.
Conclusion <ul style="list-style-type: none"> patients' future plans and actions institutional involvement 	<p>Video: https://www.ern-eye.eu/the-ern-initiative</p>
Additional information <ul style="list-style-type: none"> story description 	<p>See Detailed Case Study 1</p>