

CGP 103

PATIENTS RIGHTS AND RESPONSIBILITIES POLICY AND CHARTER POLICY, PROCESSES AND PROCEDURES

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1. POLICY INTRODUCTION

The purpose of the Patients' Rights and Responsibilities Policy and Charter is to ensure that quality, safe and responsive patient care is delivered with the aim to achieve the best possible outcomes. It ensures compliance with regulatory requirements. This Policy includes a Patient Charter that is easily understood and accessible this includes a designated phone number and email address in order for patients to give feedback or make a complaint.

This Policy is related to Management components of Leadership and Commitment and Continuous Improvement.

2. SCOPE

This Policy and its included charter apply to all patients and, where appropriate their families and to all staff at National Ambulance.

This policy is informed by the relevant legislative documents of Abu Dhabi and the UAE including Medical Liability Federal Decree Law No. (4) Of 2016 and Department of Health (DOH) and Ministry of Health (MOH) Policies and Standards.

3. ROLES AND RESPONSIBILITIES

1. CHIEF OPERATIONS OFFICER

Is responsible for communication, dissemination and implementation of this policy and charter.

2. MEDICAL DIRECTOR

Is responsible for development and revision of this policy and charter as well as any metrics to measure staff compliance.

3. ALL CLINICAL STAFF

Are responsible for reading and understanding the policy and charter, any associated policies and procedures, ensuring that each patient is made aware of their rights and responsibilities and is offered and given treatment accordingly. They should receive or enable any patient complaint/feedback, manage refusal of treatment/transportation or any other matter related to

patients' rights; any refusal of treatment must be documented on the Patient Care Record and investigated in accordance with National Ambulance Company Policy

4. POLICY STATEMENT

Adherence to Patient Rights and Responsibilities can be accomplished by defining patients' rights and responsibilities and by educating both patients and staff to understand and protect the patient rights and to fulfill their relevant roles and responsibilities.

The Policy and charter are built on the principle of the uniqueness of each patient and the need to assess and evaluate the patient strengths, customs, values, wishes and beliefs.

This Policy and charter assist with establishment of trust between all parties and encourages transparent and open communication, giving full information to patient and relevant family members on treatment and care offered and obtaining patient consent in accordance with the National Ambulance Consent Policy where appropriate.

The Patients' Charter (see Appendix 2) is available as a poster in English and Arabic to ensure that all patients can access this information, it includes a phone number and email address for ease of contact. Feedback cards are also given to patients with the relevant contact details.

4.1. DEFINITIONS

Adult	A person who has reached the age of 18years
Consent	A declaration (written or oral) of willingness to undergo a procedure, treatment, or other intervention. Consent is normally "informed", that is, given only after receipt and understanding of all relevant information regarding the risks and benefits of the proposed treatment (s).
Implied consent	This is established when a patient's conduct indicates a willingness to submit to general medical treatment such as basic examination or monitoring of vital signs.
Legal/Cultural Guardian	A person who is authorized to consent based on UAE National law and/or local culture
Substitute consent giver	A person who may act as the consent giver in the event that the patient is unable to do so. The person is usually a close relative and must be familiar with the patients presumed wishes regarding medical care. The order of priority at Appendix 1 must be followed

4.2. NATIONAL AMBULANCE CHARTER FOR PATIENT RIGHTS & RESPONSIBILITIES

4.2.1. PATIENT RIGHTS

Patients have the right to:

- Know the mission statement of the health care facility and type of services that they provide.
- Be treated to the highest professional, quality, and safe standards by appropriately licensed, qualified, and experienced practitioners in a properly licensed facility (Ambulance)
- Be treated with dignity and respect, consistent with professional standards regardless of race, sex, nationality, religion, culture, disability, or any other factor.
- Receive care that is considerate, respectful of the patients' personnel values and beliefs.
- Be transferred, where appropriate to a licensed healthcare facility with relevant capacity and capability to provide continuity of care
- Be involved, when possible, in any decision making about their treatment and care
- Receive detailed explanation of their condition, care, treatment, and aftercare, in terms that are free from professional jargon in order that the patient can fully understand.
- Have drug therapy monitored for safety and efficacy and to make reasonable efforts to detect and prevent drug allergies, adverse reactions, or contraindications.
- Request for clinician of the same gender, wherever possible
- Where possible, receive communications in their native language
- Have informed consent for treatment, procedures, interventions (or have consent or refusal from Legal/Cultural Guardian or substitute consent giver) based on adequate information from the treating professional and in accordance with the National Ambulance Consent Policy.
- Have clinical 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 access to their medical records and receive a copy (on request) of any document that may have been written by National Ambulance staff.
- Receive information from National Ambulance staff regarding the receiving healthcare facility environment and practices.
- Receive verbal and written information about any proposed treatment and to be told if there are any alternatives available. To receive information on any risks that are identified e.g., exposure to any harmful biological or chemical agents in order to make an informed choice.
- Request a second opinion if they choose

- Have 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.
- Be informed regarding any uncovered costs and expenses prior to making decisions
- Receive treatment in an emergency situation regardless of the state of the insurance card
- Be informed of how to make a complaint or give feedback about the facility or personnel if they are unhappy about any element of the treatment or if they wish to give positive feedback
- Have any complaint that they may make, acknowledged, fully investigated, and be provided with a written response as per National Ambulance policy.
- Be protected from physical assault during their management/transfer.

4.2.2. PATIENT RESPONSIBILITIES

Patient Responsibilities are:

- To provide his/her health insurance card if available and at least one additional proof of identity.
- To follow any specific rules and regulations of the National Ambulance.
- To show respect and to be courteous to the staff.
- Not to use abusive language and/or display unsocial behavior to other patients or staff.
- To co-operate with and follow the treatment plan as available to you and communicated to you by the healthcare professional.
- To ask any questions if they are not clear about any aspect of healthcare offered or being provided.
- To be considerate to others, including other patients and healthcare professionals including not using abusive language or displaying unsocial behavior.
- To use the emergency services only for very urgent problems that cannot be dealt with by other healthcare facilities.
- To give accurate information regarding personal details, medical history or medication he/she is currently taking and history of allergy including medication allergic reaction.
- Take responsibility for your own decisions and actions and sign to declare this if you decide to refuse treatment or decide not to follow any medical advice, instructions and/or treatment plan or recommendations.
- To safeguard your own belongings whilst you are receiving any treatment

- To be accountable for payment of any deductible or medical services, excluded from your insurance policy.

4.2.3. APPENDIX 1: SUBSTITUTE CONSENT GIVER

A person who is authorized to consent for another person based on UAE law and who may act as the substitute consent giver in the event that the patient is unable to do so. This person is ideally a close relative and should have familiarity with the patients presumed wishes regarding their medical care.

In accordance with the law the substitute consent giver can be:

- **A relative up to the fourth degree in the following order of priority:**
 - Father
 - Mother
 - Husband
 - Wife
 - Son
 - Daughter
 - Grandfather
 - Grandmother
 - Son's children
 - Daughter's children
 - Paternal Uncle
 - Paternal Aunt
 - Maternal Uncle
 - Maternal Aunt
 - Paternal Uncle's children
 - Maternal Aunt's children
- A court appointed guardian in UAE or elsewhere.
- A parent for a minor (less than 18years of age).
- The father, even if he is less than 18 years of age.
- The mother, even if she is less than 18 years of age (in the absence of the father).
- If the substitute Consent Giver is deemed incompetent an alternate consent giver should be sought.

4.2.4. APPENDIX 2: PATIENTS' RIGHTS AND RESPONSIBILITY CHARTER

National
الإسعاف
الوطني Ambulance

وثيقة حقوق وواجبات المرضى Patient Rights and Responsibilities Charter



Patients have the right to:

- Know the mission statement of the health care facility and type of services that they provide.
- Be treated to the highest professional, quality and safe standards by appropriately licensed, qualified and experienced practitioners in a properly licensed facility (Ambulance)
- Be treated with dignity and respect, consistent with professional standards regardless of race, sex, nationality, religion, culture, disability or any other factor.
- Receive care that is considerate, respectful of the patients' personnel values and beliefs.
- Be transferred, where appropriate to a licensed healthcare facility with relevant capacity and capability to provide continuity of care
- Be involved, when possible in any decision making about their treatment and care
- Receive detailed explanation of his condition, care, treatment and aftercare, in terms that are free from professional jargon in order that the patient can fully understand.
- Have drug therapy monitored for safety and efficacy and to make reasonable efforts to detect and prevent drug allergies, adverse reactions or contraindications.
- Request for clinician of the same gender, wherever possible
- Where possible, receive communications in their native language.
- Have informed consent or refusal for treatment, procedures, interventions (or have consent or refusal from Legal/Cultural Guardian or substitute consent giver) based on adequate information from the treating professional and in accordance with the National Ambulance Consent Policy.
- Have clinical 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 access to his medical records and receive a copy (on request) of any document that may have been written by National Ambulance Staff related to his case.
- Receive information from National Ambulance staff regarding the receiving healthcare facility environment and practices.
- Receive verbal and written information about any proposed treatment and to be told if there are any alternatives available. To receive information on any risks that are identified e.g. exposure to any harmful biological or chemical agents in order to make an informed choice.
- Request a second opinion if he choose
- Have 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.
- Be informed of how to make a complaint or give feedback about the facility or personnel if they are unhappy about any element of the treatment or if they wish to give positive feedback.
- Have any complaint that they may make, acknowledged, fully investigated, and be provided with a written response as per National Ambulance Complaint policy.
- Be protected from physical assault during their management/transfer.

Patient responsibilities are:

- To provide his/her health insurance card if available and at least one additional proof of identity.
- To follow any specific rules and regulations of the treating facility.
- To show respect and to be courteous to the National Ambulance staff.
- Not to use abusive language and/or display unsocial behaviour to other patients or National Ambulance staff.
- To co-operate with and follow the treatment plan as available to you and communicated to you by the healthcare professional.
- To ask any questions if they are not clear about any aspect of healthcare offered or being provided.
- To be considerate to others, including other patients and healthcare professionals including not using abusive language or displaying unsocial behaviour.
- To use the emergency services only for very urgent problems that cannot be dealt with by other healthcare facilities.
- To give accurate information regarding personal details, medical history or medication he/she is currently taking and history of allergy including medication allergic reaction.
- Take responsibility for your own decisions and actions and sign to declare this if you decide to refuse treatment or decide not to follow any medical advice, instructions and/or treatment plan or recommendations.
- To safeguard your own belongings whilst you are receiving any treatment
- To be accountable for payment of any deductible or medical services, excluded from your insurance policy.

المرضى له الحق في:

- أن يعرف المريض على مهنه المنشأة الصحية ونوع الخدمات التي تقدمها.
- أن يتلقى رعاية طبية وفق أعلى معايير المهنية والجودة والسلامة على يد مسجلين ومؤهلين من ذوي الخبرة العالية وذلك في منشأة مرخصة ومعتمدة (إسعاف/إسعاف).
- أن يتلقى العلاج بصورة لائقة ومحترمة تحفظ كرامته وفقاً للمعيار المهني بغض النظر عن العرق أو الجنس أو الجنسية أو الدين أو الثقافة أو الإعاقة أو أي عامل آخر.
- أن يتلقى رعاية واحترام تحترم شخصه ومعتقداته.
- أن يتم نقله عند الضرور إلى منشأة صحية مرخصة وتتوفر فيها الإمكانات والمعدات لاستكمال الرعاية الطبية اللازمة.
- أن يتم إشراكه في اتخاذ القرارات الخاصة بالعلاج الذي سيتلقاه والرعاية التي سيحصل عليها.
- أن يتلقى شرحاً مفصلاً خالي من المصطلحات الطبية بحيث يستطيع فهم وضعه الصحي والرعاية الطبية كذلك للمصحح الطبي له ما بعد العلاج.
- أن يتم مراقبة أو ضبط سلامة وإعالية الأدوية المقدمة للمريض وأن يتم الجهد الكافي لمنع وكشف أي تحسس تجاه أي دواء أو أي تفاعل عكسي قد ينتج عن إعطاء الدواء كذلك موانع إعطاء الدواء.
- أن يتم توفير معالج من نفس الجنس عند إمكانية ذلك.
- أن يتم مخاطبة المريض بلغته الأم إن أمكن ذلك.
- إعطاء الموافقة أو الرضا للعلاج والإجراءات الطبية (أو بالنيابة عنه من قبل ولي الأمر أو الوصي أو الوكيل الشرعي) وذلك بناء على المعلومات المتوفرة التي يوفرها الشخص المعالج له وفقاً لسياسة الإسعاف الوطني الخاصة بالموافقة على العلاج.
- إبقاء السجل الطبي مستكملاً تماماً وموثوقاً بالمعلومات ذات الصلة والإحفاظ بسريته السلف الطبي وأن يكون محمي من الضياع أو إساءة الاستخدام.
- أن يتلقى على سجله الطبي ويحصل على نسخة عنه (بعد الطلب) أو أي وثيقة تخصه تم تحريرها من قبل موظفي الإسعاف الوطني.
- أن يحصل على معلومات حول بيئة المنشأة الصحية التي سيقبل فيها والخدمات العلاجية المقدمة فيها.
- التعرض على مواد بوليمرية أو كيميائية مضرّة بالصحة وذلك لينمى من اتخاذ خيارات مبنية على المعرفة.
- أن يطلب رأياً طبياً آخر إذا رغب في ذلك.
- أن يحصل على الخصوصية أثناء الفحص الطبي والإجراءات والرعاية الطبية/العلاج. ولديه الحق في التعريف بالأشخاص الموجودين وما هو الغرض من وجودهم أثناء الفحص الطبي والعلاج.
- أن يتم إعلامه عن كيفية تقديم الشكاوى أو الملاحظات بخصوص المنشأة أو أداء الموظفين في حال عدم الرضا على أي جزء من العلاج أو الرعاية في تقديم ملاحظات إيجابية عن الخدمة.
- أن يتم الاعتراف والتحقيق بالشكاوى في أي شكوى تقدم من طرفه. وأن يتم تزويده برد مكتوب وفقاً لسياسة الشكاوى المتبعة في الإسعاف الوطني.
- أن يكون محمي من أي اعتداء جسدي أثناء العلاج/النقل.

واجبات ومسؤوليات المريض:

- أن يقدم بطاقة التأمين الصحي إن أمكن وأي وثيقة تثبت هويته.
- أن يراعي الأنظمة والقوانين الخاصة بالمرفق الصحي.
- أن يظهر الاحترام والتكياس لموظفي الإسعاف الوطني.
- أن لا يستخدم لغة مسيئة وأو سلوك غير حضاري للمرضى أو لموظفي الإسعاف الوطني.
- أن يتعاون ويتبع خطة العلاج المعتمدة والمتبعة في قبل الطواقم الطبية.
- أن يسأل ويستفسر عن الرعاية الصحية المقترحة أو المقدمة في حال عدم استيعابه لها خارجة أو التصرف بطريقة غير حضارية.
- أن يتحلى ويأخذ الآخرين بما في ذلك المرضى والطواقم الطبية بما في ذلك عدم استيعابه لها خارجة أو التصرف بطريقة غير حضارية.
- أن يستخدم أو يطلب الحصول على خدمات الطوارئ فقط في الحالات الحرجة والملحة التي لا يمكن للمؤسسات الصحية الأخرى التعامل معها.
- أن يقدم معلومات دقيقة عن البيانات الشخصية، السيرة المرضية، والأدوية التي يتناولها وأي سيرة مرضية للحساسية بما فيها حساسية الأدوية.
- أن يتحمل مسؤولية قراراته وأفعاله وعليه التوقيع على نموذج إقرار في حال رفض العلاج أو اتخاذ القرار بعدم اتباع النصائح والإرشادات الطبية وأو الخطأ العلاجية أو الوصايا.
- أن يحافظ على ممتلكاته الشخصية أثناء تلقي العلاج.
- أن يسدّد كامل الرسوم والمستحقات المالية المترتبة على الخدمات الطبية المستلزمة من برنامج التأمين الصحي الخاص به.

Reference: CGP103, Patient Rights & Responsibilities Policy and Charter



CGG101 Patient Rights & Responsibilities Charter, Version 1, October 2016
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CGG101 وثيقة حقوق وواجبات المرضى - النسخة 1، أكتوبر 2016
feedback@nationalambulance.ae

5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Patient Rights and Responsibilities - PPR/HCP/P0030/08 - February 2010 - Version: II	
Joint Commission International – July 2015 – Version 2 - Patient and Family Rights (PFR) – PFR.1, 1.1, 1.2, 2, 2.1, 2.2, 2.3, 3, 4, 4.1,	
Policy for Quality and Patient Safety Guidelines for patient Consent – January 2016 – Version 1	
Policy/Quality and Patient Safety/V1.0	

6. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form
CGP 105 – Consent Policy and Procedures
CGP 110 – Patient Assessment/Reassessment Policy and Procedures
CGP 115 – Patient Transport Policy and Procedure
QHP 401 – Customer Feedback Policy and Procedures
QHP 412 – Customer Feedback form Arabic and English
CGG 101 – Patients’ Rights and Responsibility Charter Poster

7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to qhse@nationalambulance.ae

8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- **Medical Director**

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].

Change Brief

Version No.	Date	Change
1	May 2013	There is a regulatory requirements to have in place a policy for patients' rights and charter to be available to patients, the policy details staff responsibilities and implementation information. This policy also ensures compliance with JCI requirements
2	January 2014	Alignment with NA Consent policy to include clear definitions and flowchart
3	April 2015	Change in document ownership, added reference to Ministry of Health jurisdiction and requirement for proof of identity. Expansion and clarification of the Roles and Responsibility section. Addition of new feedback email and dedicated phone number for patient feedback
4	November 2016	Inclusion of Medical Director terminology Alignment to HAAD consent guidelines V1 January 2016 Alignment to Federal Decree no. 4 of 2016 Inclusion of Appendix 2 Patients' Rights and Responsibilities Charter (Poster version)
5	April 2019	Terminology update for both DOH and MD Update patient Rights and Responsibilities to be aligned with DOH
6	May 2021	Due for Review no changes

MD Approval

CEO Approval

Board Member Verification