**Appendix I**

**Constructs and Measurement Items**

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| S. No | Construct | Measurement Items |
| PR 1 | Right to information | MI 1: Right to adequate relevant information about the nature of illness |
| MI 2: Right to adequate relevant information about the provisional/confirmed diagnosis |
| MI 3: Right to adequate relevant information about the proposed investigations |
| MI 4: Right to adequate relevant information about the possible complications |
| MI 5: Right to factual information regarding the expected cost of treatment and/or additional cost based on evidence |
| PR 2 | Right to Records and reports | MI 6: Right to access originals/copies of case papers, investigation reports during period of admission, preferably within 24 hours and after discharge within 72 hours |
| PR 3 | Right to Emergency Medical Care | MI 7: All hospitals are duty bound to provide basic Emergency Medical Care |
| MI 8: Emergency Medical Care must be initiated without demanding payment/ advance and basic care should be provided to the patient irrespective of paying capacity |
| PR 4 | Right to informed consent | MI 9: Informed consent must be sought prior to any potentially hazardous test/treatment which carries certain risks. |
| PR 5 | Right to confidentiality, human dignity and privacy | MI 10: Right to privacy |
| MI 11: Doctors have a duty to hold information about the health condition and treatment plan in strict confidentiality |
| MI 12: Female patients have the right to presence of another female person during physical examination by a male practitioner. |
| MI 13: hospital management has a duty to ensure that their staff upholds the human dignity of every patient in all situations. |
| PR 6 | Right to second opinion | MI 14: Right to seek second opinion from an appropriate clinician of patients’/caregivers’ choice. |
| PR 7 | Right to transparency in rates, and care according to prescribed rates wherever relevant | MI 15: Right to receive an itemized detailed bill at the time of payment. |
| MI 16: Right to information on the rates to be charged by the hospital for each type of service provided and facilities available on a prominent display board and a brochure |
| PR 8 | Right to non-discrimination | MI 17: Right to receive treatment without any discrimination based on illnesses or conditions, including HIV status or other health condition, religion, caste, ethnicity, gender, age, sexual orientation, linguistic or geographical/social origins. |
| PR 9 | Right to safety and quality care according to standards | MI 18: Right to safety and security in the hospital premises |
| MI 19: Right to be provided with care in an environment having requisite cleanliness, infection control measures, safe drinking water as per standards and sanitation facilities. |
| PR 10 | Right to choose alternative treatment options if available | MI 20: Right to choose between alternative treatment/ management options, after considering all aspects of the situation. |
| MI 21: Right to refuse care after considering all available options, with responsibility for consequences being borne by me and the caregivers. |
| PR 11 | Right to choose source for obtaining medicines or tests | MI 22: Right to choose any registered pharmacy of my choice to purchase the prescribed medicines |
| MI 23: Right to obtain the investigation from any registered diagnostic centre/ laboratory having qualified personnel and accredited by National Accreditation Board for Laboratories (NABL) |
| PR 12 | Right to proper referral and transfer, which is free from perverse commercial influences | MI 24: Right to continuity of care, and the right to be duly registered at the first healthcare facility where treatment has been sought, as well as at any subsequent facilities where care is sought. |
| PR 13 | Right to protection for patients involved in clinical trials | MI 25: Right to agree or decline consent to take part in a clinical trial must be respected and my refusal should not affect routine care. |
| PR 14 | Right to protection of participants involved in biomedical and health research | MI 26: Right to due protection in taking part in biomedical and health research |
| PR 15 | Right to take discharge of patient, or receive body of deceased from hospital | MI 27: Right to take discharge and cannot be detained in a hospital, on procedural grounds such as dispute in payment of hospital charges. |
| PR 16 | Right to patient education | MI 28: Right to receive education about major facts relevant to my condition and healthy living practices, rights and responsibilities, officially supported health insurance schemes, how to seek redressal of grievances in the language that I understand or seek the education . |
| PR 17 | Right to be heard and seek redressal | MI 29: Right to give feedback, make comments, or lodge complaints about the health care I am receiving or had received from a doctor or hospital. |

Source: Charter of Patients' Rights for adoption by NHRC (2018)