CHARTER
OF RIGHTS AND
RESPONSIBILITIES

HEALTHCARE
ESTABLISHMENTS

Punjab Healthcare Commission

Striving for Quality Healthcare in Punjab

The Healthcare Establishment or the Healthcare Service Provider, as the case may be, shall have the right to: -

1. Collect accurate and complete information from the patient/client or carer, to the best of his knowledge, regarding medical history including but not limited to, present medical condition and complaints, medications, allergies and special needs, past illnesses, prior hospitalizations etc., as is required;

2. Require the patient/client to follow treatment instructions, including the written instructions explained at the time of discharge;

3. Require all patients to abide by its rules and regulations regarding admission, treatment, safety, privacy and visiting schedules etc.;

4. Limit visiting hours and number of visitors in the best interest of the patient/client and that of the others in the Healthcare Establishment;

5. Limit number of carers in the best interest of the patient/client, and that of the others, while keeping in view the special needs of particular patients, for example, minor children, women, elderly and/or seriously ill patients;

6. Be timely notified by the patient/client regarding cancellation of appointment, consultation, procedure, surgery, etc. or delay in his arrival at the Healthcare Establishment;

7. Require the patient/client and/or carer(s) to cooperate with Healthcare Establishment staff in carrying out assessments, prescribed investigations and treatment procedures.

8. Require from the patient/client or carers and visitors, as the case may be, to understand the role and dignity of the Healthcare Establishment, its staff and/or the Healthcare Service Provider, as the case may be, and treat them with due respect at all times;

9. Report and take legal action against the patient/client and/or his carer(s), visitors, in case of harassment of its staff, damage to its property and disturbance to other patient(s), as the case may be;

10. Demand abstinence from the use of violent and disruptive behaviors or language abuse and take appropriate legal action in case of breach;

11. Prohibit smoking and/or substance/drug abuse on the premises and take appropriate legal action in case of breach;

12. Limit its liability for misplacement or theft of valuables and belongings of thepatient/client, carer and visitor;

13. Be paid for all services rendered to the patient/client, either personally or by the carer or through the third party, e.g. insurance company.

14. Be notified of any change of contact, address and other details of the patient/client, as the case may be;

15. Ask for information from the patient/client regarding its services for the purposes of improving the healthcare services/systems within the Healthcare Establishment;

16. Maintain and utilize the data collected from the patient/client, subject to the principles and law relating to confidentiality, for the purposes of improving the healthcare services/systems within the Healthcare Establishment;

17. Ensure that while using the available facilities and equipment, due care and caution is taken by the patient/client and/or their carers and visitors, as the case may be.

The Punjab Healthcare Commission while recognizing the fact that each Healthcare Establishment is a "House of Hope" where advice and treatment, including other services, are rendered to the public at large, has developed this Charter of Rights for all Healthcare Establishments/Healthcare Service Providers in the Province of Punjab. All these rights are to be exercised with a view to make better services available to the masses.

The Punjab Healthcare Commission further assures that it stands committed to the cause of the Healthcare Establishments/Healthcare Service Providers in the exercise of these rights and shall always be ready and willing to support in the implementation and enforcement of the rights envisaged herein. This document will be reviewed annually or earlier, as deemed appropriate by the Punjab Healthcare Commission, in view of its experiences, through a consultative process involving patients, former patients, family members, related professionals, Healthcare Establishments/Healthcare Service Providers, staff and other stakeholder groups.

The Healthcare Establishment or the Healthcare Service Provider, as the case may be, shall be responsible for:-

1. Ensuring the safety of patient/client.

2. Establishing such systems which enable easy access to services as are required by the patient/client.

3. Maintaining the services being provided through fully competent professionals.

4. Establishing systems to ensure that the rights of the patient/client and others are enforced and fully protected.

5. Adopting open policies regarding its procedures in relation to treatment of the patients/clients including but not limited to, their care and complaints etc.

6. Invigorating in their staff including but not limited to, Consultants and other professionals rendering services at the Healthcare Establishment, the importance and thorough practice of professional ethics.

7. Complying with all the governing laws, rules and regulations while operating, maintaining and rendering services.

www.phc.org.pk

The Punjab Healthcare Commission (PHC) has been established under the Punjab Healthcare Commission Act 2010 as an independent health regulatory body with the mandate to introduce a regime of Clinical Governance through enforcing Minimum Service Delivery Standards (MSDS) at the primary, secondary and tertiary Healthcare Establishments (HCEs) in both the public and private sectors including Homeopathy and Tibb – To improve the quality of healthcare service delivery for all in Punjab. All HCEs are required to implement MSDS to acquire a license from PHC to deliver healthcare services in Punjab.

185 Ahmad Block, New Garden Town, Lahore

0092 42 99333 161-168 0092 42 99333 169

www.phc.org.pk info@phc.org.pk

/PunjabHealthcareCommission /PHC_punjab

PHC
PUNJAB HEALTHCARE COMMISSION

TOLL FREE
0800 00 742
An Information Helpline