



**MINISTRY OF HEALTH
RIYADH HEALTH CLUSTER ONE
IMAM ABDULRAHMAN AL FAISAL HOSPITAL
PATIENT AND FAMILY RIGHTS AND RESPONSIBILITIES**



FIRST: PATIENT AND FAMILY RIGHTS

- ❖ Patients have right to know their rights and responsibilities and receiving a copy of the document, "Patient and Family Rights and Responsibilities".
- ❖ Respect for the values and habits of the patient and provision of all health services to him equally, regardless of religion, sex, language and others.
- ❖ Ensure that the patient or guardian are provided with all the information related to health.
- ❖ Confidentially of all information.
- ❖ To be examined in the places designated for that purpose and not to expose any body parts without necessity.
- ❖ To be informed about the identity and professional status of the treating physician and also other members of the health team directly involved in your care.
- ❖ To be informed about the nature and seriousness of the disease, treatment, any treatment alternatives available, its benefits and side effects.
- ❖ To be informed regarding their treatment plan prior to implementing a comprehensive risk and potential complications, and expected period of stay in the hospital.
- ❖ To receive pain assessment and management.
- ❖ To be informed and signing a consent prior to any surgical or invasive procedures with the exception of emergency situations.
- ❖ To be provided with health care in a safe environment and not to be isolated or restricted except when necessary.
- ❖ To refuse a recommended treatment and in such situation the health care providers will explain the consequences and the available alternatives. Patient is responsible for the consequence of the refusal and he/she should sign refusal form.
- ❖ To be transferred safely to, from and within the hospital.
- ❖ Get adequate and appropriate nutrition to his/her condition when admitted.
- ❖ Respect demands and needs including preferences in personal issues such as food, drink, clothing and self-care.
- ❖ Protection against any kind of abuse.
- ❖ To be discharged against the advice of physician and signing the appropriate form after explanation of the medical consequence of that decision.
- ❖ To accept or refuse to participate in research studies and in the case of rejection, the provision of health services will not be affected.
- ❖ To get a detailed medical report on the status of the patient according to the hospital policies and procedures.
- ❖ To be informed about the plan of care, the treatment and the contents of the bill in the event of paying for the medical service.
- ❖ To submit a complaints or suggestions to the hospital without affecting the quality of the care provided.
- ❖ To request the home health care services according to the hospital policies and procedures.
- ❖ Refuse to meet with any person who is not related to providing health care to the patient, including visitors.
- ❖ To get clear and transparent answers to all the questions related to the health care services and to provide adequate means of awareness and education.
- ❖ Get medical advice from another doctor other than the treating physician.
- ❖ Watcher has the right to get the watcher card and to be provided with suitable meals, and chair during the stay.



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- ❖ To be referred to private hospital, if the medical conditions mandate that, according to the ministry of health policies and procedures.
- ❖ Protecting the patient valuable, if the patient is unable to keep them.
- ❖ To get enough knowledge about the organ donation policy and procedure.

SECOND: PATIENT AND FAMILY RESPONSIBILITIES

- ❖ Abide by all hospital rules and regulations:
 - Comply with the NO SMOKING policy.
 - Ensure the right and comfort of all patients; be considerate of noise levels, privacy, and safety (weapons and electrical appliances are prohibited in the hospital premises).
 - Treat the hospital staff, other patients, and visitors with courtesy and respect.
 - Visiting hours
 - Ensure the safe use of the hospital's facilities and equipment.
- ❖ Provide complete and accurate information, and include: to bring proof of identity of the patient, to give complete and accurate information about the personal data and health, reported no change in the health condition of the patient, inquiring at the lack of understanding of the treatment plan, pay bills and other treatment.
- ❖ Commitment to implement the treatment plan and follow the instructions as explained by the healthcare practitioner.
- ❖ Inform the treating physician if anticipate problems occur following the prescribed treatment and considering any alternative therapies.
- ❖ Ask about the therapeutic alternatives available.
- ❖ Ensure accurately and completely of the content of any consent form for treatment or any medical procedure before signing.
- ❖ Signing a consent form prior to a written treatment plan or any therapeutic intervention is necessary during the period of admission or signature when you discharged against the advice of your doctor or any other model calls for his signature.
- ❖ Not to bring valuables and only bring what is necessary.

THIRD: STAFF RESPONSIBILITIES WHILE CARING FOR PATIENTS

In IAFH, all employees receive training and education on their responsibilities while caring for patients such as:

- ❖ Respecting and supporting the cultural, psychosocial, religious, spiritual needs of patients
- ❖ Ensuring that patients are treated with respect and dignity
- ❖ Ensuring that patient's privacy is maintained throughout the care process during interviews, examinations, procedures and treatments.
- ❖ Ensuring safety of patients and their belongings
- ❖ Act as Patient's Advocate
- ❖ Protect patients from abuse and neglect
- ❖ Protect vulnerable patients

PATIENT NAME.....

DATE:**SIGNATURE**.....