

POLICY DOCUMENT: CHARTER OF PATIENT RIGHTS

The G.J. Crookes Hospital has adopted the following charter as a commitment to quality care

The patient has a right:

- To be addressed and communicated with in his/her own language as far as this is possible
- To receive basic health care and access to accommodation respectfully and considerately, without discrimination
- To the safe keeping of his/her property
- To receive health care in an environment in which both physical and mental health are protected and promoted.
- To every consideration of privacy concerning the medical care program, and to expect that all communications and records pertaining to such care programs be treated as confidential.
- To receive from the physician complete and current information regarding prognosis, diagnosis and plan of management, terms which the patient can be expected to reasonably understand.
- To be informed regarding the nature and purpose of any clinical procedures to be performed or treatment to be undertaken, in order to enable the patient to give informed consent.
- To knowledge of the identity of the physician primarily responsible for care during normal working hours, with the understanding that a deputy would take over after hours – and how these physicians may be contacted according to hospital policy.
- To receive treatment according to generally approved medical principles, and to expect reasonable continuity of care.
- To Refuse Hospital Treatment (RHT)
- To participation in planning his/her health care programme.
- To seek a good second opinion from another health care professional employed in the public sector, who is accepted by the patient.
- To free and private communication with persons of choice.
- To obtain information as to any relationship of the hospital to other health-care and educational institutions, in so far as the patient's care is concerned.
- To be interviewed and examined in a dignified and supportive manner during any medico-legal investigation.

- To have any complaints concerning health care delivery appropriately investigated by management, and to be informed of the outcome of such investigation.
- To be afforded the opportunity of communication with the S.A.N.C. and the S.A.M.D.C. if dissatisfied with the manner in which such complaints have been handled.
- To affordable and effective palliative care when suffering form an incurable or terminal illness, including the control as far as possible of pain and other symptoms.
- To receive or decline spiritual and moral support.
- To special care, protection and consideration when unusually vulnerable. e.g. the unborn child, the pregnant mother in labour, the infant or child, the elderly, the disabled, the unconscious, the mentally impaired and the socially deprived.
- To be appropriately and sensitively cared for when dying, and to be allowed to die with dignity.
- To remain with a family member of his/her choice in the following instances:
 - When dying
 - When in labour – as far as possible