

Document Title: Charter of Patient's Rights and Responsibilities	Reference No: HRD/HRS/FRU/025	
Ownership: Health Regulation Section	Effective Date:	23 rd January 2014
Version: 1.0	Revision Due Date:	21 st January 2016

1. Purpose

- 1.1. This policy is based on DHA commitment to ensure patient's/ consumer's rights and responsibilities are recognized and communicated to them appropriately during care delivery by all health facilities in the Emirates of Dubai and to achieve Dubai Health Strategy Goal 3, "Quality", Objective 3.3, "Protect Consumer", Initiative 3.3.1, "To introduce a Charter of Patient's Rights and Responsibilities covering all healthcare activity in the Emirate of Dubai – public, private, Free Zone and Ministry of Health.
- 1.2. All Health Facilities in the Emirates of Dubai shall provide information to patients/ consumers in appropriate ways. Information shall include:
 - Patient's rights and responsibilities
 - Full disclosure of health services costs
 - Complaints mechanisms
 - Privacy and confidentiality
 - Procedure for access to health records

2. Scope:

2.1 All Health Facilities in the Emirate of Dubai excluding Dubai Healthcare City

3. Policy Statement:

- 3.1. To improve the quality of patient care in the Emirate Dubai, all health facilities in the Emirate of Dubai shall develop, publish and display a "Charter of Patients' Rights and Responsibilities"
- 3.2. To facilitate the development of such Charters at health facilities, and to ensure a standardized approach across the Emirate, the Dubai Health Authority has developed a Model Charter of Patients' Rights and Responsibilities for health facilities to use as a model and template. A copy of the Model Charter is attached to this Policy.
- 3.3. Key principles and practices in the Model Charter include the following: that patients and their families shall be treated with respect, consideration and dignity, with the right to privacy and confidentiality and the opportunity to participate in decisions and grant informed consent regarding their health care when such participation is not contraindicated; that patients shall receive clear and comprehensive information about health service costs and all services provided by a healthcare facility; that information on prices shall be available to patients in clear, accessible formats such as posters, leaflets, brochures or other suitable means; that patients shall have the right to review and obtain a report of their medical records and request information about their physician's/dentist's license and scope of practice; and that patients and their families shall be expected to respect rules and regulations of health facilities, engage in an open and respectful manner with the health professionals entrusted with their care and show due consideration for the privacy and well-being other patients and their families.
- 3.4. All health facilities in the Emirate of Dubai shall develop a Charter of Patient's Rights and Responsibilities that fully reflects, complies with and/or includes all provisions of the attached Model Charter of Patients' Rights and Responsibilities. Facilities are also welcome to use the

Model Charter in its entirety if so preferred.

- 3.5. All health facilities shall ensure the Charter of Patients' Rights and Responsibilities communicated and displayed in at least two languages – Arabic and English – in all patient care and waiting areas and posting on the Facility's website, if any. Additional languages may be used if required based on patients' cultural and linguistic diversity and backgrounds.
- 3.6. All health facilities should have a confidentiality and privacy policy in accordance with the values of the healthcare facility, and relevant with Federal Legislation of the United Arab Emirates.
- 3.7. All health professionals and administrative staff shall be educated about this policy and understand their responsibilities. They shall sign a confidentiality agreement on commencement of employment.
- 3.8. All health facilities shall allocate resources for implementation of this policy and ensure that training on the Charter of Patients' Rights and Responsibilities is an integral part new staff orientation programs and training.
- 3.9. All Health Facilities shall maintain documentation showing that all patients/consumers have been informed of their rights and responsibilities as per the Charter.
- 3.10. The Health Regulation Department's Quality Assurance Section shall monitor health facilities' implementation of this policy and take necessary actions wherever applicable.

4. Procedure and Responsibility:

Not applicable

5. Definition

- 5.1. **DHA** Dubai Health Authority
- 5.2. **HRD** Health Regulation Department
- 5.3. **Patient/Consumer** People who directly or indirectly make use of health services

6. Tools/ Attachments:

Model Charter of Patients' Rights and Responsibilities.

7. References:

- Australian Council on Healthcare Standards EQUIP4 - criterion 1.6.2
- Decree of the Executive Council No. (32) of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai
- DHA Circular No-69/2004, dated 25/04/2004
- Dubai Health Strategy Goal 3, Objective 3.3, Initiative 3.3.1
- Health Record Guidelines HRP/HRS/FRU011
- Joint Commission International, PFR 1.1
- UAE Federal Law No 10/2008 concerning the medical liability

8. Performance Indicators:

Percentage of facilities displaying the Charter of Patient's Rights & Responsibilities

9. Revision History :

Date	Revision number	Policy and procedure Status	Change	Reference section
23 rd Jan 2014	1.0	Part revision	HRD/HRS/FRU/025	Reference No.
23 rd Jan 2014	1.0	Part revision	Report of their medical records	Policy Statement: 3.3
23 rd Jan 2014	1.0	Part revision	<ul style="list-style-type: none"> • Decree of the Executive Council No. (32) of 2012 Regulating the Practice of Medical Professions in the Emirate of Dubai • Health Record Guidelines HRP/HRS/FRU011 	References