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AMENDMENT SHEET

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**POLICIES & PROCEDURES ON
PATIENT RIGHTS AND EDUCATION**

1. POLICY AND PROCEDURES TO PROTECT PATIENTS AND FAMILY RIGHTS AND DECISIONS

1. Purpose:

- To describe the rights of patients and their family members.
- To describe the responsibilities of patients and their family members
- To include patient's information as confidential.
- To protect from physical abuse or neglect.

2. Scope:

All patients who avail services at Malabar Medical College Hospital

3. Responsibility:

Hospital wide – all staff's (Reception, Office, all medical oriented departments, Nursing and paramedical staff involved in direct patient care.

4. Abbreviation:

- **NABH:** National Accreditation Board for Hospitals and Healthcare Providers
- **PRE:** Patient Rights and Education

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**POLICIES & PROCEDURES ON
PATIENT RIGHTS AND EDUCATION**

5. Definition:

Malabar Medical College Hospital protects the patient and family rights during care. Patient and family rights support Individual beliefs, values and involve the patient and family in decision-making process.

6. Reference:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2014

7. Policy:

Patient and family rights are as given in document. These rights shall be respected and protected by entire staff of the hospital. Following shall be done to comply with fulfillment of patient rights and education. Display of patients' rights and responsibilities at convenient places in the hospital. Information of rights of patients shall be communicated to them and their families, if asked, in a format and language that they understand. Staff shall be made aware of their responsibility towards protecting of patients and family rights. Violation of patient rights is recorded, reviewed and corrective / preventive measures taken by the designated official in accordance with Indian medical council code of conduct.

8. Procedure

8.1 Consent

- a. Willingness of party to undergo examination / procedure / treatment by a health care provider. It may be implied (e.g. patient registering in OPD), expressed which may be written or verbal. Informed consent is a type of consent in which the health care provider has a duty to inform his / her patient about the procedure, its potential risk and benefits, alternative procedure with their risk and benefits so as to enable the patient to take an informed decision of his / her health care.

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**POLICIES & PROCEDURES ON
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- b. In law, it may mean active acquiescence or silent compliance by a person legally capable of consenting. In India legal age of consent is 18 years. It may be evidenced by words or acts or by silence when implies concurrence. Actual or implied consent is necessarily an element in every contract and every agreement.

8.2 Informed Consent (PRE-3, a, b, c, d, e)

1. General consent for treatment is obtained from Patient or Patient's family members at the time of Admission in IP Record
2. Admission Executive explains the scope of general consent to patient and patient's family members.
3. The following are the test or procedure for which informed consent are taken (not limited to)
 - a. General Consent
 - b. Consent for Surgery
 - c. Consent for High Risk
 - d. Consent for Transfusion of Blood / Blood Components
 - e. Consent for Anesthesia
 - f. Consent form for Human Immunodeficiency Virus Testing
4. Informed consent includes information on the following, as applicable
 - Risk(s)
 - Alternatives
 - Who will perform procedure

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**POLICIES & PROCEDURES ON
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8.3 Incapable of Decision Making for Consent

- In case of a Patient is incapable of independent decision making the consent to be obtained as per statutory norms, i.e., next of KITH / KIN or legal guardian.
- In case of unconscious or unaccompanied Patients the Treating Doctor to take decision in life saving circumstances.

9. Patient and Family Rights:

- Right to respect for patient dignity and privacy during Examination, procedures and treatment.
- Right to protection from physical abuse and neglect.
- Right to treating patient information as confidential.
- Right to refusal of treatment.
- Right to informed consent before anesthesia, blood and blood product transfusions and any invasive/ high risk procedures / treatment.
- Right to information and consent before any research protocol in initiated.
- Right to information on how to voice a complaint.
- Right to information on the expected cost of the treatment.
- Right to have an access to clinical records.
- Right to address any special preferences. Spiritual and cultural needs.

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**POLICIES & PROCEDURES ON
PATIENT RIGHTS AND EDUCATION**

10. Patient and Family Responsibility

1. Provide accurate complete information about medical problems, post illness, hospitalization, medications pain and others matters relating to their health.
2. Follow the treatment plan and other matters relating to their health.
3. Accept responsibility for their actions if they refuse treatment and do not follow health care team's instructions
4. Pay their bills as promptly as possible and abide by the hospital rules and regulations.
5. Undergo the agreed therapy faithfully.
6. Take necessary preventive measures in case of infectious disease as per the doctor's instructions.
7. Be aware that health care professional and consider the right of hospital personal.
8. Treat all health care professional with respect.
9. Be punctual at the hospital for treatment at the given time. Preserve and protect all the records of one's illness
10. Keep the doctor informed if the patient wants to change the doctor/ hospital.
11. Report changes in patient condition of symptoms. Including pain to doctor/nurse
12. Act in a considerate and co-operative manner and respect the rights and property of others including the hospital property.
13. Abide by the rules and regulations of the hospital

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- 14. Comply with the hospital policies such as "No smoking. No alcoholism", "No drug abuse of
- 15. Comply with the visitor's policies
- 16. Be considerate to the rights and comforts of other patients.
- 17. Provide useful feedback on services offered.
- 18. Accept responsibility to safeguard own valuable and possessions

2. POLICY AND PROCEDURE ON PATIENTS' RIGHTS TO INFORMATION

2.1 PURPOSE:

To ensure that patients and families have the right to information regarding their healthcare needs and the expected costs involved.

2.2 SCOPE:

All patients who avail services at St. Thomas Hospital.

2.3 RESPONSIBILITY:

Hospital wide – all staffs (Reception, Office, all medical oriented departments, Nursing and paramedical staff involved in direct patient care.

2.4 ABBREVIATION:

NABH: National Accreditation Board for Hospitals and Healthcare Providers

PRE: Patient Rights and Education

2.5 DEFINITION:

Malabar Medical College Hospital provides the patient and families to have a right to information and education about their healthcare needs.

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2.6 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2014

2.7 POLICY:

1. RIGHT TO INFORMATION ON THEIR HEALTHCARE NEEDS:

- **Safe medication:** Patient and their family should be informed and educated for safe medication and potential side effect of the medicines he/she is taking. They should be educated about the dose related side effects to prevent any adverse situation and better patient care. Like: All drugs for hypertension should be taken in a same time; All sustained released (SR), Controlled released (CR), Metered released (MR) medicines to be taken at a given interval otherwise adverse situation may appear like drug overdose; All diuretics should be taken at morning, sometimes it may be taken at afternoon but never be taken at night, it will increase micturition which will interrupt the sleep of the patient.
- **Food and drug interaction:** All patient and their relatives should be educated about the food and drug interaction, a dietician is engaged for this work. Dietician educates patients and their families about diet related disease and relation with medicines. Some food or fruits inhibits the result of some medicines, some food increase the efficacy of some medicines.
- **Diet and Nutrition:** Patient and their families are educated by the dietitian about the diet and nutrition, simultaneously she assesses the nutritional need of the patient and prepare diet chart for every patient.
- **Prevention of HAI:** Patients and attendants are educated on prevention of HAIs, as and when they come to visit they instructed to maintain hand hygiene, use of barrier devices and not to seat or eat food inside the wards. To avoid bringing flower or bouquet for the patient. To use dust bins according to color coding.

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