
 وزارة الصحة Ministry of Health	المملكة العربية السعودية وزارة الصحة الإدارة العامة للطب المنزلي	 الطب المنزلي Home Medical Care
	Policy NO.: HMC-PRR-PPG-01 (3)	
Title: Patient and Family Rights	Replaces Number: Two	Issue Date: 11/05/2016
Applied To: All HMC Staff All HMC Patients	Page: 1 Of 6	Review Date: 11/05/2019

1. Purpose:

1.1. To protect and advance patient rights and responsibilities throughout the provision of care to the patient by the Home Medical Care (HMC).

2. Definition:

2.1 N/A

3. Policy:

3.1. Patients receiving health care services from HMC should be informed of their rights and responsibilities through the patient information booklet, as well as displayed posters, information leaflets in writing and verbally upon their request.



3.2. All employees working in the HMC must receive training and should be educated about patient rights and responsibilities during orientation and at least quarterly thereafter.

4. Procedures:



4.1. A written document outlining patient rights in Arabic (*Form 01.1*) and English (*Form 02.1*) shall be displayed in all waiting areas in Home Medical Care (HMC) department. Patients may take a copy of the patient's rights and responsibilities for their own personal use, this copy will be available in HMC social worker waiting area, nursing office.

4.2. Patient rights and responsibilities will be included in the patient information booklet, which clarifies the health services provided by HMC .



4.3. Illiterate patient/patient family should be educate about the patient rights and responsibilities by social worker and visiting team.

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- 4.4. All patients including the comatose, mentally retarded and children below 12 years the social worker will hand the information booklet including patient's rights and responsibilities to the patient guardian.
- 4.5. All health care providers shall receive an education session during their orientation about patient's rights and quarterly, during the continuing professional development program.
- 4.6. All HMC should understand their role in protecting patient and patient and family right by maintaining the following patient rights:
- 4.6.1. The right to be treated with respect and dignity at all the time and under all circumstances.
- 4.6.2. The right to receive services without regard for race, colour, gender, age, disability, values, believes medical condition, marital status, national or ethnic origin or religion.
- 4.6.3. The right to be informed about his/ her rights and responsibilities as a patient as early as possible before and during the course of treatment verbal & written.
- 4.6.4. The right to ask questions and participate in his/ her health care by being provided appropriate information regarding the care process.
- 4.6.5. The right of parents/ guardians to receive information needed to give the necessary consent for their child's treatment, unless access is prohibited by the law.
- 4.6.6. To be advised of any changes in the plan of care before the change is made.
- 4.6.7. The right to be given a clear explanation of his/ her condition an all proposed technical procedures, including the benefits, risks and reasonable alternatives and to be written in clear, concise and understandable manner.
- 4.6.8. The right not to be subjected to any procedure without his/ her voluntary, competent and understanding consent, that of his/ her legally authorized representatives.

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- 4.6.9. The right to refuse the recommended treatment or plan of care, to the extent permitted by law and to be informed of any medical consequences of that decision.
- 4.6.10. The right to maintain the confidentiality of all communications and records relating to his/her care as well as, to maintain the confidentiality of his/her social or financial circumstances.
- 4.6.11. The right to request that “significant others” be present while a physical examination, treatment or procedure is being performed.
- 4.6.12. The right to have chaperone of the same gender present during the physical examination performed by a health care professional of the opposite gender.
- 4.6.13. The right, upon the request, to be given the name of the health care personnel providing the care.
- 4.6.14. The right to seek a second opinion.
- 4.6.15. The right to submit complaints, comments, compliments about any aspect of his/ her care through 'patient complaint form'.
- 4.6.16. The right to have an access to his/ her medical records through a medical report to have information explained as necessary. As well as, to know the process how to obtain a medical report
- 4.6.17. .The right to appreciate assessment and management of pain.
- 4.6.18. The right of respectful and compassionate care at the end of life, which includes the right of treating primary and secondary symptoms, managing pain, responding to their, their family member’s psychological, social, emotional, religious and cultural concerns and involving them in care decisions.
- 4.6.19. The right to be protected from physical and verbal assault (especially for vulnerable population, children and mentally ill).

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4.6.20. The right to be informed about the working hours and the telephones numbers in the HMC if the patient/ care giver have to admitted any concerns or comments regarding the care.

4.6.21. The right to be informed what to do in case of emergency especially in the weekends or out the working hours of HMC, either by calling red crescent 997 or MOH Emergency number 937

4.7. The staff should be able to inform patients about their responsibilities to:

4.7.1. Provide, to the best of his/her knowledge, accurate and complete information about current medical complaints, past illnesses, hospitalizations, medicines and other issues relevant to his/her care, and changes to these.

4.7.2. Follow his/her care provider's shared management instructions and adhere to medications regimes.

4.7.3. To prepare the patient for the visit after the team call them in the early morning

4.7.4. .To have capable caregiver to be assessed and trained by HMC staff.



4.7.5. Inform his/her provider promptly if he/she does not understand information relating to his/her care and treatment or he/she receives instructions that he/she cannot comply with.

4.7.6. the patient or his/her caregiver has to inform the team when they call for the visit if the patient will not be available at home

4.7.7. .To inform the HMC staff in case of changing the patients telephone number or changing the address and for better care to visit the HMC unit to draw the map for new house.

4.7.8. Accept responsibility for his/her actions, if he/she refuses treatment or does not follow his/her provider's instructions.

4.7.9. To have made a commitment to maintain any medical equipment provided by HMC and show their maximum care and to make sure to return it back when they are done from it.

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4.7.10. To commitment to use the medical equipment provided by HMC, and to make sure availability of these equipment during the team visits.

4.7.11. Show courtesy and respect to HHC personnel, and to behave reasonably and appropriately, showing respect for the professional atmosphere of HMC.

4.7.12. To provide and maintain a safe and suitable environment for the patients, as well as, during the presence of HMC team at patient' house. With consideration, if the home environment is not suitable or not safe for HMC team, that will lead to hold the visit.

4.7.13. Observe and respect no smoking policy either at patient' room or during HMC visits.

4.7.14. To have suitable place to keep, store and organize the patient's medical supplies, medications and his/her home file.

5. RESPONSIBILITIES:

5.1. All HMC Multidisciplinary staff

5.2. All HMC Patients.



6. Forms:

6.1. Patient and Family Rights preamble – in Arabic HMC-PRR-Form/ HMC-PRR-Form-01.1

6.2. Patient & Family Rights preamble – English HMC-PRR-Form/HMC-PRR-Form-01.2

6.3. Patient Responsibilities list –in Arabic HMC-PRR-Form/HMC-PRR-Form-01.3

6.4. Patient Responsibilities list –in English HMC-PRR-Form/HMC-PRR-Form-01.4

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7. REFERANCES:

- 7.1. Policies and procedures guidelines of Home Medical Care Center, Home Medical Care Administration, Medina Munwara Region, 2016
- 7.2. Policies and procedures guidelines of Home Health Care Unit, Family and Community Medicine Department at Riyadh Military Hospitals, 2014
- 7.3. Joint Commission International Accreditation Standards for Home Care, 2012
- 7.4. MOH Home Medical Care Standard, 2015

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