

Patient Charter

Every person, patient or client, has a:-

- 1. Right to access health care.**
- 2. Right to receive emergency treatment.**
- 3. Right to the highest attainable quality of Healthcare products and services.**
- 4. Right to refuse treatment** - Any patient may refuse, withdraw or withhold treatment and such refusal shall be documented in writing by the medical service provider and in the presence of an independent witness, provided that such refusal, withdrawal or withholding does not create an immediate danger to the patient or the health of others and provided further that the consciousness and competency of the person has been taken into account.
- 5. Right to confidentiality** - This shall be upheld except where consent has been expressly given or disclosure is allowed by law or in the public interest. Confidentiality shall be maintained even after a patient's death.
- 6. Right to informed consent to treatment** - Every patient has a right to be given full and accurate information in a language one understands about the nature of one's illness, diagnostic procedures, proposed treatment, alternative treatment and the costs involved for one to make a decision except in emergency cases. The decision shall be made willingly and free from duress.
- 7. Right to information** - Every patient is entitled to receiving full and accurate information concerning their health and healthcare. In addition every patient is entitled to access and to obtain information about their health.
- 8. Right to be treated with respect and dignity**
- 9. Right to a second medical opinion** - Every patient has the right to a second medical opinion if so desired, regarding diagnosis, procedures, treatment and/or medication from any other qualified health professional of one's choice.
- 10. Right to complain** - Every patient has a right to complain about health services to the relevant authorities, such complaint should be investigated and a response received from the authority within a reasonable time that does not exceed 12 months. Where there is a delay, the relevant authority shall provide the reasons.