

SE03 - Patient and Family Rights & Access to Care

3.1 - Patient and family rights

3.1.1 - The healthcare facility leader(s) implements a patient's rights policy.

3.1.1.1 - The patient and family rights charter is clearly displayed in the healthcare facility and in line with national and international laws and regulations

3.1.1.2 - There is a policy that defines the patient's rights and related responsibilities of staff.

3.1.1.3 - Staff is aware of patient's rights and related staff responsibilities.

3.1.1.4 - The patients are aware of their rights from the posted rights or by staff explanation of their rights.

3.1.2 - The healthcare facility takes measures to protect patient privacy and confidentiality of health information.

3.1.2.1 - The patient's privacy is protected during registration, clinical interviews, examinations, counselling procedures and treatments.

3.1.2.2 - Policies and procedures to safeguard privacy ensure health information confidentiality.

3.1.2.3 - There is evidence of implementation of policies and procedures for patient privacy and confidentiality.

3.1.2.4 - Patient satisfaction regarding privacy and confidentiality of information is periodically measured by the healthcare facility.

3.1.3 - The healthcare facility provides (health) education to patients and families.

3.1.3.1 - The healthcare facility plans patient and family health education in a coordinated manner.

3.1.3.2 - All staff understand their role in providing relevant health education to patients and families and activities are recorded.

3.1.3.3 - The patient and his/her family are educated in a manner and language they can understand.

3.1.3.4 - The healthcare facility identifies and establishes relationships with community resources, which support continuing health promotion and disease prevention education.

3.1.4 - The healthcare facility informs patients about all aspects of their medical care and treatment as well as their rights and responsibilities to refuse or discontinue treatment.

3.1.4.1 - Patients are informed about their medical condition, any confirmed diagnosis and the planned care and treatment and the risk of certain medical procedures.

3.1.4.2 - Patients and families are informed about their right to participate in care decisions to the extent they wish, including the right to refuse or discontinue treatment.

3.1.4.3 - Patients are informed about the consequences of the decision to refuse or discontinue treatment.

3.1.4.4 - Staff is informed of their responsibility to implement and respect the choices of patients.

3.1.5 - The healthcare facility has a clearly defined process for obtaining informed consent in a manner and language that a patient can understand.

3.1.5.1 - There is a policy that guides the process of gaining and recording informed consent from the patient, including for which procedures or treatments this is required.

3.1.5.2 - Policies include specific guidance on gaining and recording informed consent when the patient is unable to give consent for any reason.

3.1.5.3 - Patients learn about the process for granting informed consent in a language and manner they understand.

3.1.5.4 - Evidence of patient consent is documented, when required.

3.1.6 - The healthcare facility has a process to receive and to act on complaints, conflicts and differences of opinion.

3.1.6.1 - There is a process to allow complaints to be heard.

3.1.6.2 - Patients are informed about the process for voicing complaints, conflicts and differences of opinion.

3.1.6.3 - Complaints, conflicts and differences of opinion are investigated and resolved.

3.1.6.4 - Patients and families are involved in the process.

3.2 - Access to care

3.2.1 - Patients have access to the healthcare facility based on their identified healthcare needs and the facility's mission and resources.

3.2.1.1 - The opening hours of the healthcare facility are displayed and compliant with country regulations.

3.2.1.2 - Barriers to special patient populations served are identified and reduced or when possible eliminated.

3.2.1.3 - The healthcare facility has access to adequate patient transport services during all opening hours.

3.2.1.4 - An appointment system is available for specialized services and adequately communicated to patients.

3.2.2 - Adequate infrastructural arrangements are in place to ensure that patients have access to the healthcare facility.

3.2.2.1 - There is a clearly readable sign on site, indicating the name and the designation of the healthcare facility, matching the services provided.

3.2.2.2 - The road to the healthcare facility allows for unrestricted access.

3.2.2.3 - Direction signs to the healthcare facility are clearly readable and up to date.

3.2.2.4 - Safe access to the building is provided for all patients, including those with a disability.

3.2.3 - Patients are given adequate information about the services provided by the healthcare facility and how to access those services.

3.2.3.1 - Patients are given information about the range of services and related fees.

3.2.3.2 - Information is provided in a way and in a language that is understood by the population served.

3.2.3.3 - The healthcare facility has a publicly available telephone/emergency number for patients to call the healthcare facility for all purposes, including emergencies.

3.2.3.4 - Clear directions to the various clinical service areas are in place through signage throughout the healthcare facility.