



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Patient's Experience (PFR)		
Document:	Multidisciplinary Policy and Procedure		
Title:	Patient and Family's Right		
Applies To:	All Healthcare Workers		
Preparation Date:	January 05, 2025	Index No:	PFR-MPP-004
Approval Date:	January 19, 2025	Version :	2
Effective Date:	February 19, 2025	Replacement No.:	PFR-MPP-004(1)
Review Date:	February 19, 2028	No. of Pages:	06

1. PURPOSE:

- 1.1 To provide patients with a credible and effective mechanism to address their concern and to encourage them to take an active role in improving and assuring their health.
- 1.2 To ensure that patient's rights and responsibilities are observed to assist patients to make basic decisions about medical and healthcare services which they receive from physician and/or other healthcare providers.
- 1.3 To ensure that patients/families and hospital staff are aware of the rights and responsibilities of all patients.

2. DEFINITIONS:

- 2.1 **Patient Rights** – encompass legal and ethical issues in the provider – patient relationship, including a person's right to privacy, the right to quality medical care without prejudices, the right to make informed decisions about care and treatment options, and to right to refuse treatment.
- 2.2 **Patient Responsibilities** – patient are responsible for being considerate of the rights of other patients and healthcare provider. This includes not smoking and controlling noise and visitors, patient are responsible for being respectful of the property of others and of the hospital. Patient should understand that any abusive or disrespectful behavior could result in dismissal from the hospital.

3. POLICY:

- 3.1 It is the policy of Maternity and Children Hospital, Hafer Al Batin that, in order to protect the personal welfare and safeguard the dignity of patient, the hospital and the medical staff have adopted the patient rights and responsibilities.
- 3.2 That all patients receive information and education about their rights and responsibilities, however, in case that patient's condition prevent him/her to understand these rights, the next of kin will be the one to receive these rights from the appropriate hospital staff.
- 3.3 All new staff will be oriented to patient rights and responsibilities.
- 3.4 All patient/family education related to patient rights and responsibilities shall be documented by the member of the health team at the appropriate progress notes and the Multidisciplinary Patient Family Education Form.
- 3.5 The patient rights and responsibilities must be explained according to patient's understanding and level of education (in Arabic or English), and for Non – Arabic or Non – English speaking patients, efforts must be made by the hospital for patient to understand these rights by utilizing hospital staff with similar nationality and language to explain these rights to the patient.
- 3.6 All patient/family education related to patient rights and responsibilities will be documented in the interdisciplinary patient and family education record form and in the appropriate progress notes.
- 3.7 Patients and families have an access to communicate their concerns/inquiries regarding their rights through the following communication ways:
 - 3.7.1 Patient relations office reception number: 1178
 - 3.7.2 Assigned phone number: 0508303973

4. PROCEDURE:

4.1 General Procedures:

- 4.1.1 All patient shall be informed about their rights and responsibilities upon accessing their care.
- 4.1.2 A meeting is done twice a year or more between community people and hospital leaders to discuss problems in medical care services.
- 4.1.3 The hospital educates staff on their responsibilities regarding patient and family rights (e.g., during general orientation program as well as refresher courses).

4.2 Patient Rights:

4.2.1 Access to and Transfer of Care, Continuity of Care:

- 4.2.1.1 To receive reasonable responses to request and needs for available treatment and/or services which are medically indicated, within the capability and capacity of Maternity and Children Hospital, Hafer Al Batin.
- 4.2.1.2 To the extent of its capability, the hospital will arrange evaluation, service, and/or referral as indicated by the urgency of the case.
- 4.2.1.3 When medically permissible, patients may be transferred to another facility only after complete information and explanation concerning the need for and the alternative to such transfer are provided.
- 4.2.1.4 The right to change or transfer to other hospital as per patient's or family request.
- 4.2.1.5 The right to ask to be discharged from the hospital, against the physician's advice.
- 4.2.1.6 Prior to leaving the hospital, patient's post discharge, continuing healthcare requirements are explained to them by their physician/designee and other members of the healthcare team.
- 4.2.1.7 Patient will also be advised of the appointment times and physician, and physician, and who to contact before scheduled appointments.
- 4.2.1.8 When discharged from the hospital, have the right to have medicine prescriptions, follow – up appointments and all the information and the training needed to be able to take care of self at home (if the case requires).
- 4.2.1.9 Physician give patients accurate and honest information for:
 - 4.2.1.9.1 Their illness
 - 4.2.1.9.2 The proposed treatment
 - 4.2.1.9.3 Potential benefits
 - 4.2.1.9.4 Potential complications
 - 4.2.1.9.5 Likelihood of success of treatment
 - 4.2.1.9.6 Their attending physician's name and other consultant's names involved in their care.
 - 4.2.1.9.7 Change or transfer of the patient care from one consultant to another.

4.2.2 Considerate and Respectful Care:

- 4.2.2.1 The right to considerate care, with full respect of patient's dignity, regardless of nationality, color, age, sex, religion, and disability (if any).
- 4.2.2.2 Identity of care providers:
- 4.2.2.3 The right to know by name the physicians, nurses, and staff members involved in the treatment, and the professional status of individuals providing service to them, and which physician is primarily responsible for their care, including other physician's names involved in their care.

4.2.3 Involvement in care:

- 4.2.3.1 The right to know from physician in a language that patient/family understands all the information about the case, diagnosis, and the treatment plan and any other instructions about the follow up care in order to participate in determining the care provided, by consenting to recommended treatment or procedures, and being an active participants in resolving dilemmas involving care decisions, and determining the care provided at the end of life.

- 4.2.3.2 Informed Consent.
- 4.2.3.3 Patients and, when appropriate, patient families, receive from their physician information necessary to give informed consent prior to the start of any procedure and/or treatment.
- 4.2.3.4 Except in emergencies, the information needed to obtain informed consent includes but is not limited to the following:
 - 4.2.3.4.1 The patient's diagnosis.
 - 4.2.3.4.2 The general nature of the specific procedure and/or treatment – its purpose whether it is experimental, and the name(s) of the person(s) performing the procedure or administering the treatment.
 - 4.2.3.4.3 The risks, discomforts and complications associated with the procedure or treatment.
 - 4.2.3.4.4 Potential problems related to improvement.
 - 4.2.3.4.5 The likelihood of success.
 - 4.2.3.4.6 The patient's prognosis if the procedure is not performed.
 - 4.2.3.4.7 Reasonable alternative medical treatments.
- 4.2.4 **Refusal of Treatment:**
 - 4.2.4.1 A competent adult patient or patient next of kin has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequence of such refusal.
 - 4.2.4.2 The right to signing the consent form for any test that he feels does not have proper information about.
- 4.2.5 **Privacy and Confidentiality:**
 - 4.2.5.1 Patients have the right to expect privacy and confidentiality of their protected health information.
 - 4.2.5.2 The right to expect his/her personal privacy to be respected to the fullest extent consistent with the care prescribed for.
 - 4.2.5.3 The right to expect that all communications and other records pertaining to, be kept confidential.
 - 4.2.5.4 All communications and others records pertaining to a patient's care including the source of payment for treatment (for Non – Saudi), are treated as confidential, except to the extent otherwise required by the law.
 - 4.2.5.5 A patient's medical record can read only be by individuals who are directly involved in patient's care and as provided in the medical staff by laws and according to the medical records policy on access to patient's medical records.
 - 4.2.5.6 Other individuals may read a patient's medical record only with the patient's written authorization or that of the patient's legally authorized representative.
 - 4.2.5.7 Case discussion, consultation, examination, and treatment are confidential and are conducted professionally.
 - 4.2.5.8 In addition patient is also given the right to obtain any information or documents, such as medical reports, sick leave, etc. as documented in the medical chart.
- 4.2.6 **Outcomes of Care, Including Unanticipated Outcomes:**
 - 4.2.6.1 Patient, and when appropriate, their families are informed about the results of treatment, including any significant unexpected patient care outcomes or when the outcomes differ significantly from the anticipated outcomes.
- 4.2.7 **Consent Involving Research Programs:**
 - 4.2.7.1 Patients are advised when the care recommended is associated with research, investigation or clinical trial program. The following information must be reviewed with those patients considering participation in research programs:
 - 4.2.7.1.1 The purpose of the study.
 - 4.2.7.1.2 The expected benefits for participating in the study.
 - 4.2.7.1.3 The potential risks and discomfort.
 - 4.2.7.1.4 Alternative services or treatments that might be beneficial.

- 4.2.7.1.5 A complete explanation of the procedures which includes what is going to happen, what is expected of the patient and time period of the study.
 - 4.2.7.1.6 The approximate number of subjects involved in the study.
 - 4.2.7.1.7 Any expenses to the patient.
 - 4.2.7.2 Patients have the right to refuse to participate in such medical training programs and/or research projects.
 - 4.2.7.3 And he/she also have the right to withdraw at any stage, from an on – going research in which the patient has been participating, without the consequences that can affect the care given to him/her.
- 4.2.8 **Organ Tissue Donation (Kidney):**
 - 4.2.8.1 Patients or their legal next – of – kin have a right to donate organ/tissue if they choose to do so. All deaths in the hospital should be considered for possible organ/tissue donations according to the established criteria.
 - 4.2.8.2 The patients and families will be informed about the hospital policy for organ donation which includes the following:
 - 4.2.8.2.1 Informing the patients and families in a gentle and professional manner.
 - 4.2.8.2.2 Providing the family with all necessary information about how to donate, what to donate and the procedure involved.
 - 4.2.8.2.3 Respecting family decision.
- 4.2.9 **Pain Management:**
 - 4.2.9.1 Pain assessment and management is considered an important part of a patient's hospital experience and care plan.
 - 4.2.9.2 Procedures and resources are in place to assure that pain for all patients are recognized and addressed appropriately.
- 4.2.10 **Care at the End of Life:**
 - 4.2.10.1 Optimal comfort and dignity during the terminal stage of an illness is provided to patients. It includes but is not limited to treating primary and secondary symptoms that responds to treatment, based on the psychosocial, spiritual and cultural concerns of the patient and the family regarding death, dying and the expression of grief.
- 4.2.11 **Patient Complaint:**
 - 4.2.11.1 The hospital has a system to receive and address all patient complaints, whether the complaints are written or verbal, or are received by telephone or in person.
 - 4.2.11.2 Individuals who file complaints are notified, once the investigation has been completed, of the outcome of the inquiry
- 4.2.12 **Communication:**
 - 4.2.12.1 The right to received calls, accept visitors, access to hospital facilities (i.e. television, telephone).
 - 4.2.12.2 The right to limit those persons who would visit or call during admission, in accordance with the hospital policy and procedures.
- 4.2.13 **Security:**
 - 4.2.13.1 Reasonable security is maintained for patient and their visitors through the hospital security service.
- 4.3 **Patient Responsibility:**
 - 4.3.1 To know and follow the law of the Kingdom of Saudi Arabia and the Hospital's rules and Regulations as explained by the Hospital staff.
 - 4.3.2 To provide accurate and complete information concerning to present complaints, past illness and hospitalizations, and other matters relating to his/her health.
 - 4.3.3 To make it known whether he/she clearly comprehend the course of the medical treatment.
 - 4.3.4 To follow the treatment plan established by the physician, including the instructions of nurses and other health professionals as they carry out the physician orders.
 - 4.3.5 Is responsible for the action should he/she refused treatment or not follow the physician orders.
 - 4.3.6 Notify the physician, the head nurse or the social worker representative of any dissatisfaction in regards to the care at the hospital.

- 4.3.7 Be considerate of the rights of other patients and hospital personnel, and assist in the control of noise, smoking and other possible sources of unnecessary disturbance and/or discomfort.
- 4.3.8 Show respect and consideration of other patients, visitors and hospital properties.
- 4.3.9 Sign the informed consent for surgery, medical or interventional procedures that may be needed during admission or in case he insisted to be discharged against medical advice and other forms requested by the hospital.
- 4.3.10 Be aware that Maternity and Children Hospital, Hafer Al Batin is committed to high standards of care and hospitality for patients and their families.
- 4.3.11 Responsible for following hospital policies and procedures, e.g.:
 - 4.3.11.1 The hospital is a no – smoking area, please refrain from smoking.
 - 4.3.11.2 Avoid use of personal electrical appliances.
- 4.3.12 Adherence to visiting hours.

5. MATERIALS AND EQUIPMENT:

- 5.1 Patient Rights and Responsibilities Leaflet

6. RESPONSIBILITIES:

- 6.1 Nurse
- 6.2 Physician
- 6.3 Director of Nursing
- 6.4 Medical Director
- 6.5 Patient Experience Staff

7. APPENDICES:

- 7.1 Patient and Family Rights Record Form

8. REFERENCES:

- 8.1 Kingdom of Saudi Arabia, Ministry of Health, Prince Mutaib Bin Abdulaziz Hospital, 1439.



Kingdom of Saudi Arabia

Ministry of Health

Maternity and Children's Hospital
Hafr Al Baten

Tel :01137256207, Fax 01137292625

Health Care No _____

Name: _____

Age: _____ Sex: _____ Nationality: _____

Consultant In-Charge _____

Dept: _____ Unit: _____

PATIENT RESPONSIBILITY FORM

PATIENT RIGHTS: -

1. The right to considerate care, with full respect of patient's dignity, regardless of nationality, color, age, sex, religion, and disability (if any).
2. Treating the patient well.
3. Convenient atmosphere should be provided where patient can discuss openly and in full confidentiality about illness.
4. The right to know the physician in a language that patient understands all the information about the case, diagnosis and the treatment plan any other instructions about the follow- up care.
5. The right to know the name of the physician, nurses and staff members involved in the treatment.
6. To know the reason for any test or diagnostic procedures that will be done, and who is going to do them and the right to know the treatment and who is going to deliver it.
7. The right to get continuous care and referral to high centre to follow the treatment.
8. The right to refuse signing the consent form for any test that he feels does not have information about and he has the right to change his mind and to refuse the test that have agreed upon.
9. The right to expect his personal privacy to be respected to the fullest extent consistent with the care prescribed for and he has the right to expect that all communications and other records pertaining to be kept confidential.
10. The right to present oral or written complaint or suggestion to the hospital administration or ministry without effect on the service which he needs.
11. The right to limit those persons who would visit or call during admissions, in accordance with hospital policy and procedure.
12. The right to know the cost of treatment as soon as he reaches to the hospital except emergency cases.
13. The right to request consultation or second opinion from other physician(s) through the treating consultant guided by the hospital's administrative policy.
14. The right to obtain any information or documents, such as medical reports, sick leave, etc. as documented in the medical chart.

حقوق المريض:-

- 1- تلقي الرعاية المتكاملة اللازمة لحالة الصحية.
- 2- معاملة معاملة طبية حسنة.
- 3- الحفاظ على ستر عورته في غير مانتقضية ضرورة العلاج.
- 4- حصوله على معلومات كافية من الطبيب المعالج عن التشخيص والعلاج بلغة بسيطة مفهومة.
- 5- معرفة الطبيب المعالج وتخصصه ووسيلة الاتصال به.
- 6- التعرف على الخطة العلاجية ومناقشتها ومعرفة البدائل والمضاعفات والمخاطر مع الطبيب المعالج.
- 7- الحصول على رعاية مستمرة ومنظمة والأحالة إلى مستويات العلاج المختلفة إذا ما اقتضت حالة ذلك.
- 8- موافقة الخطية المسبقة والمبنية على معرفة أو ذوية بإجراء أي عمل جراحي أو تداخلي أو تخدير إلا في حالات الطوارئ أو الحوادث التي تستدعي تدخلا طبيا بصفة فورية بما يتفق مع الأنظمة المرعية.
- 9- السرية التامة للمعلومات الخاصة بالمريض وعدم الإفصاح عن أية معلومات إلا بموافقة أو استثناء الصفة القضائية.
- 10- تقديم شكوى شفوية أو خطية أو تقديم مقترحات لإدارة المرفق الصحي أو الوزارة دون التأثير على جودة الخدمة المقدمة له.
- 11- رفض مقابلة أي شخص لا علاقة له بتقديم الرعاية الصحية بما في ذلك الزيارات.
- 12- معرفة تكاليف الرعاية الصحية مقدما إن وجد.
- 13- الحق في الاستعانة باستشارة طبية ثانية في حالة رغبة المريض ذلك ولم يقدم الخدمة الصحية اقترح الممارس الصحي الذي يرى ملائمة للاستعانة به.
- 14- حصوله على تقرير عن حالة الصحية ونتائج الفحوصات بدقة وموضوعية.

I, the undersigned, have read and understood the contents of the document, and I sign to attest to the above:

أنا الموقع أدناه قمت بقراءة و فهم محتويات هذه الوثيقة ,
و بناء عليه أوقع :

Name of patient/family:

اسم المريض أو الوصي عليه :

Signature & Date:

التوقيع و التاريخ :



Kingdom of Saudia Arabia

Ministry of Health

Maternity and Children's Hospital
Hafr Al Baten

Tel :01137256207, Fax 01137292625

Health Care No _____

Name: _____

Age: _____ Sex: _____ Nationality: _____

Consultant In-Charge _____

Dept: _____ Unit: _____

PATIENT RESPONSIBILITY FORM

The Responsibilities of the Patient:

- 1.To provide health care center with personal data (identity, address, phone) and information about the status of the patient's health.
- 2.To provide health care center with medical report about patient, with drugs that bring all the used and taking into account not only be used after consulting your physician.
- 3.Follow the treatment plan, described by eh medical team.
- 4.Take responsibility for any deterioration in your health due to your refusal of treatment or not following the instructions recommended to your or hide any necessary information about you.
- 5.Follow the rules and regulations of the hospital.
- 6.Respect for the rights of others, the patients and staff.
- 7.Commitment lists of conditions for approval when hypnosis.
- 8.Attendance on the dates you selected.

مسؤوليات المريض:

- 1- تزويد المنشأة الصحية بالبيانات الشخصية (إثبات الهوية العنوان , الهاتف) و المعلومات الخاصة بحالة المريض الصحية.
- 2- تزويد المنشأة الصحية بالتقارير الطبية الخاصة بالمريض مع إحضار جميع الأدوية التي يستخدمها و مراعاة عدم إستخدامها إلا بعد إستشارة الطبيب المعالج.
- 3- إتباع الخطة العلاجية التي وصفها الفريق الطبي.
- 4- تحمل المسؤولية عن أي تدهور في صحتك ينجم عن رفضك للمعالجة أو عدم إتباع التعليمات الموصى بها لك أو إخفاء أي معلومات ضرورية عنك.
- 5- إتباع قواعد و أنظمة المستشفى.
- 6- احترام حقوق الآخرين من المرضى و الموظفين.
- 7- الإلتزام بلوائح شروط الموافقة عند التنويم.
- 8- الحضور في المواعيد المحددة.

I, the undersigned, have read and understood the contents of the document, and I sign to attest to the above:

أنا الموقع أدناه قمت بقراءة و فهم محتويات هذه الوثيقة , و بناء عليه أوقع :

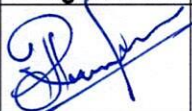






Name of patient/family:

اسم المريض أو الوصي عليه :

Signature & Date:

التوقيع و التاريخ :

9. APPROVALS:

	Name	Title	Signature	Date
Prepared by:	Ms. Rhodora Natividad	Document Management Control Coordinator		January 05, 2025
Prepared by:	Mr. Ahmed Al Mutairi	Patient Experience Director		January 07, 2025
Reviewed by:	Ms. Ibetasam Aldaferi	Quality Facilitator in Social Worker		January 08, 2025
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Reviewed by:	Dr. Tamer Mohamed Naguib	Medical Director		January 12, 2025
Reviewed by:	Mr. Abdulelah Ayed Al Mutairi	QM&PS Director		January 12, 2025
Approved by:	Mr. Fahad Hazam Al - Shammery	Hospital Director		January 19, 2025