



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Rehabilitation Centre		
Document:	Departmental Policy and Procedure		
Title:	Dealing with Patients		
Applies To:	All Rehabilitation Staff		
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1. PURPOSE:

- 1.1 Rules for dealing with patients and their families in the rehabilitation centre
- 1.2 To preserve the rights of the patient and the therapist

2. DEFINITIONS:

- 2.1 Patients' rights: These are policies and laws, which the health facility is obligated to protect and preserve it towards patients and their families.
- 2.2 Patients' responsibilities: These are the instructions that patients and their families must commit to following it and adhere to it.

3. POLICY:

- 3.1 The patient has the right to request rehabilitation services according to the diagnosis and the capabilities available in the centre
- 3.2 Maintaining patient privacy and maintaining patient information
- 3.3 The patient must follow department policies and procedures for referrals, appointments, and sessions

4. PROCEDURE:

- 4.1 Patients' rights
 - 4.1.1 Obtaining health service according to (Evidence-based medicine) appropriate continuous, organized and specialized in every level of care, alike preventive or curative at the appropriate time. This is in accordance with civil policies and procedures treatment within the facility's capacity and laws organization for its work
 - 4.1.2 Each category of patients should be examined by a specialized medical team
 - 4.1.3 Provide special devices, tools and supplies which is appropriate to the age group and Health situation
 - 4.1.4 Providing medical care in diagnosis and treatment and other services as achieved Patients' aspirations and satisfaction as much as possible
 - 4.1.5 Providing privacy and confidentiality when discussing the treatment program for the patient with his/her parents
 - 4.1.6 It ensures that the patient's private parts are covered in other circumstances the necessity of treatment necessitates it
 - 4.1.7 Ensure that the infection control policy and procedures have been approved and implemented for the safety of patient from infectious disease
 - 4.1.8 Enable patient and their families to communicate with the treatment team to obtain complete information and update regarding diagnosis and treatment the proposal, its expected benefits and results expected and knowledge of the proposed medical alternatives if present - complications and risks the probability of treatment being successful in that language they realize it and understand it.

- 4.1.9 In the case that the therapist is absent, the patient is treated with another therapist to ensure that the treatment program is not interrupted and to schedule the next appointment.
- 4.2 Responsibilities of patients and their families
- 4.2.1 Learn about their responsibilities and obligations, know the procedures and policies followed in the health care facility that is designed in accordance with regulations, laws and medical procedures and legitimate for the benefit of other patients. The escorts and community educate their visitors about their responsibilities and ensure that they are implementing it.
- 4.2.2 Follow the guidance, regulatory regulations and instructions of the healthcare facility.
- 4.2.3 Maintain safe and correct use of properties and equipment in the healthcare facility.
- 4.2.4 Adhering to the appointment of treatment sessions and adhering to appointment notices:
- 4.2.4.1 The number of sessions and the method of treatment is determined by the therapist
- 4.2.4.2 The patient must come 15 minutes before the session. If he is late more than 15 minutes for the session, the patient will be rescheduled for another day
- 4.2.4.3 If the patient is absent for 3 sessions or more than 50% of planned sessions without communicating with the specialist, the specialist has the right to remove the patient from the schedule and discharge him, in case the patient return back to department he must bring new referral to reschedule him again
- 4.2.5 Follow the prescribed home treatment program. In case they did not following the instructions or refusing, the parents are responsible for that and the consequences it has effects and complications.
- 4.2.6 Respect all centre staff and other patients and act politely and cordially
- 4.2.7 Commitment to No Smoking in all facilities of Health care facility.

5. MATERIALS AND EQUIPMENT:

- 5.1 Patients' rights form

6. RESPONSIBILITIES:

- 6.1 All staff in Rehabilitation department

7. APPENDICES:

8. REFERENCES:

- 8.1 Policies & procedures of rehabilitation centre in KKGH-Hail.
- 8.2 Policies & procedures of rehabilitation centre in KKGH- Hafer-Albatin.
- 8.3 Policies & procedures of Physiotherapy Department MCH- Al-jouf.

9. APPROVALS:

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