



Mahatma Gandhi Medical College & Hospital

MAHATMA GANDHI UNIVERSITY OF MEDICAL SCIENCES & TECHNOLOGY, JAIPUR

(Sponsoring Body : India Education Trust)

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CITIZEN CHARTER

FOR PATIENTS

PATIENTS' RIGHTS	PATIENTS' RESPONSIBILITIES	DOCTORS' CODE OF PRACTICE
<p>1. Care :</p> <ul style="list-style-type: none"> • Patients have a right to receive treatment irrespective of their type of primary and associated illnesses, socio-economic status, age, gender, sexual orientation, religion, caste, cultural preferences, linguistic and geographical origins or political affiliations. • Right to be heard to his/her satisfaction without the doctor interrupting before completion of narrating their entire problem and concerns. • Expectation from the doctor to write the prescription legibly and explain to the patient on the details on dosage, dos & don'ts & generic options for the medicines. • They have to be provided with information and access on whom to contact in case of any emergency. • Right to access to care, No patient shall be denied admission due to race, colour, religion, ancestry or national religion. • Right to respect and dignity. • Right to privacy. • Right to personal safety and security. 	<p>1. Honesty in Disclosure :</p> <ul style="list-style-type: none"> • I will be honest with my doctor & disclose my family/medical history. • To provide accurate and complete information about medical complaints past illness, hospitalization medications, pain and any other matter relating to their health. • To follow the treatment plan recommended by those responsible for their care. • To make decisions after full information and accepting their consequences. • Be responsible for their actions if they refuse treatment or do not follow the healthcare item instructions. • To make sure that their bills are paid as promptly as possible. • To follow hospital rules and regulations. • To be considerate of the rights of other patients and hospital personnel. • To seek information and in the event they have question, ask them. • To protect hospital environment and not polluting it. 	<p>1. Transparency and Honesty :</p> <ul style="list-style-type: none"> • I will provide a printed schedule of my fee for office visits, procedures, testing and surgery and provide itemized bills. • I will inform you of my qualifications to perform the proposed diagnostic measures or treatments.

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| <ul style="list-style-type: none">• Right to know the identity and professional status of individuals providing service to him/her.• Right to obtain information about his diagnosis and treatment from the concerned consultant.• Right to access to medical Records.• Right to communicate to people outside the hospital by means of visitors or any other means.• Right to access to informed consent.• Right to consultation.• A patient may not be transferred to another facility unless he/she has received a complete explanation of the need for a transfer and unless the transfer is acceptable to other facility.• Right to request and receive a detailed explanation of his/her finalized bill for services rendered in the hospital.• Right to be informed of the hospital rules and regulations applicable to his/her conduct as a patient.• Right to fill a complaint.• Right to express spiritual and cultural beliefs provided they do not interfere in other privacy and hospital operations.• Patient has the right to a seek a second opinion on his/her medical condition.• Right to protection for patient involve in clinical trial, biomedical & health research. | | |
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<p>2. Confidentiality and Dignity :</p> <ul style="list-style-type: none"> • Right to personal dignity and to receive care without any form of stigma and discrimination. • Privacy during examination and treatment • Protection from physical abuse and neglect • Accommodating and respecting their special needs such as spiritual and cultural preferences. • Right to confidentiality about their medical condition. 	<p>2. Treatment Compliance :</p> <ul style="list-style-type: none"> • I will be punctual for my appointments • I will do my best to comply with my doctor's treatment plan • I will have realistic expectations from my doctor and his treatment • Inform and bring to the doctor's notice in it has been difficult to understand any part of the treatment or of the existences of challenges in complying with the treatment. • I will display intent to participate intelligently in my medical care by actively involving myself in the prescribed do-at-home activities. 	<p>2. Patient Friendly :</p> <ul style="list-style-type: none"> • I will schedule appointments in such a manner that it will allow me the necessary time to interact and examine you with minimal waiting times & listen to your problems and concerns without interruptions or distractions. • I will encourage you to bring a friend or relative into the examining room with you.
<p>3. Information : The information to be provided to patients are meant to be & in a language of the patient's preference and in a manner that is effortless to understand.</p> <ul style="list-style-type: none"> • Patients and/or their family members have the right to receive complete information on the medical problem, prescription, treatment & procedure details. • A documented procedure for obtaining patient's and/or their family's informed consent exists to enable them to make an informed decision about their care. This process is an important patient right and needs to be practiced with utmost diligence and transparency. • Patients have to be educated on risks, benefits, expected treatment outcomes and possible complications to enable them to make informed decisions, and involve them in the care planning and 	<p>3. Intent for Health Promotion</p> <ul style="list-style-type: none"> • I will do everything in my capacity to maintain healthy habits & routines that contribute to good health, and take responsibility for my health. 	<p>3. Effective Communication for Patient Education</p> <ul style="list-style-type: none"> • I will explain your prognosis, further diagnostic activity and treatment in simple terms such that it facilitates easy understanding to you. • I will prescribe an Information Therapy, and discuss your diagnostic, treatment and medication options, to enable you to make well-informed decisions. • I will not proceed until you are satisfied and convinced that you understand the benefits and risks of each alternative, and I have your agreement on a particular course of action.

<p>delivery process.</p> <ul style="list-style-type: none"> • Patients have the right to request information on the names, dosages and adverse effects of the medication that they are treated with. • Patients or their authorized individuals have the right to request access and receive a copy of their clinical records. • Patients have the right to complete information on the expected cost of treatment. The information should be presented as an itemised structure of the various expenses and charges. • Patients have the right to information on hospital rules and regulations. • Information on organ donation. 		
<p>4. Preferences :</p> <ul style="list-style-type: none"> • Patient has the right to seek a second opinion on his/her medical condition. • Right to information from the doctor to provide the patient with treatment options, so that the patient can select with works best for him/her. 	<p>4. Transparency and Honesty</p> <ul style="list-style-type: none"> • I will make a sincere effort to understand my therapies which include the medicines prescribed and their associated adverse effects and other compliances for effective treatment outcomes. • I will not ask for surreptitious bills and false certificates, and/or advocate forcefully by unlawful means to provide me with one. • If I am not happy, I will inform and discuss with my doctor. • I will report fraud and wrong-doing 	<p>4. Implement the patient charter</p> <ul style="list-style-type: none"> • I will publish the patient charter in English, Hindi and the local languages. • I will display the patient charter prominently and at multiple locations in the healthcare provider setting. • I will implement the patient charter in its true spirit in my everyday medical practice.