

PATIENT CHARTER*

THE PATIENT'S RIGHTS

1. The patient has the right to quality basic health care irrespective of the patient's geographical location.
2. The patient is entitled to full information on the patient's condition and management and the possible risks involved except in emergency situations when the patient is unable to make a decision and the need for treatment is urgent.
3. The patient is entitled to know of the alternative treatments and other health care providers within the Service if these may contribute to improved outcomes.
4. The patient has the right to know the identity of the caregivers and any other persons who may handle the patient including students, trainees and ancillary workers.
5. The patient has the right to consent or decide to participate in a proposed research study involving the patient after a full explanation has been given; and the patient may withdraw at any stage of the research project.
6. A patient who declines to participate in or withdraws from a research project is entitled to the most effective care available.
7. The patient has the right to privacy during consultation, examination and treatment and in cases where it is necessary to use the notes of the patient's case for teaching and conferences, the consent of the patient must be sought.
8. The patient is entitled to confidentiality of information obtained about the patient and that information shall not be disclosed to third party without the consent of the patient or the person entitled to act on the consent of the patient or the person entitled to act on behalf of the patient except where the information is required by law or is in the public interest.
9. The patient is entitled to the relevant information regarding policies and regulation of the health facilities that the patient attends.
10. Procedures for complaints, disputes and conflict resolution shall be explained to patients or their accredited representatives.
11. Hospital charges, mode of payment and the forms of anticipated expenditure shall be explained to the patient prior to treatment
12. Exemption facilities shall be made known to the patient.

*Ghana's Patient Charter is Section 167(Sixth Schedule) of the Public Health Act,2012 (Act 851)

13. The patient is entitled to personal safety and reasonable security of property within the confines of the institution.

14. The patient has the right to a second medical opinion if the patient so desires.

THE PATIENT'S RESPONSIBILITIES

1. Providing full and accurate medical history for diagnosis, treatment, counseling and rehabilitation purposes;

2. Requesting additional information or clarification regarding the patient's health or treatment, which may not have been well understood;

3. Complying with the prescribed treatment, reporting adverse effects and adhering to follow up requests;

4. Informing the healthcare providers of any anticipated problems in following prescribed treatment or advice;

5. Obtaining the necessary information, which has a bearing on the management and treatment including the financial implications;

6. Acquiring knowledge on preventive, promotive and simple curative practices and where necessary for seeking early professional help;

7. Maintaining safe and hygienic environment in order to promote good health;

8. Respecting the rights of other patients or clients and Health Service personnel.

9. Protecting the property of the health facility.