



Centre for Patient Rights Advocacy & Education

PATIENT RIGHTS WATCH GHANA

PROFILE



...Together We
Make a Voice



Centre for Patient Rights Advocacy & Education

LOCATION:

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BACKGROUND

Everyone whatever your age or station in life is a potential patient. Patients are humans with rights and not merely passive recipients of healthcare. Patient rights are therefore human rights.

The human rights provisions in Chapter Five of the 1992 Constitution of the Republic of Ghana particularly Article 30 confers rights on sick persons. Indeed, Ghana has several statutes that seek to protect and safeguard the rights of the patient but have not been highlighted enough nor enforced.

Ghana's favorable legal regime towards the sick, notwithstanding, the media space continues to be flooded with allegations of medical malpractice. Ironically, such cases hardly go before the courts for the victims to obtain compensation. This could be attributed to ignorance on the part of victims

about their rights, illiteracy, lack of will or lack of financial and technical capacity to institute action to seek redress.

After three decades of constitutional democracy as a country, the culture of human rights has gained firm roots. The average patient is accordingly more empowered now than before and may no longer tolerate or overlook medical malpractice.

Also, Ghana is now a middle income country with vastly improved medical infrastructure especially in the major towns and cities. Even in the rural areas, accessibility to basic healthcare has significantly improved. The trend is set to continue with the government's roll out of the Agenda 111 going forward.

Nevertheless, improvement and expansion in healthcare infrastructure per se will not be meaningful unless same is linked up with the promotion and enforcement of patient rights.

It is against this background that Patient Rights Watch Ghana "PR Watch Ghana" seeks to become the go-to center for patients' rights advocacy and education in Ghana with the ultimate aim of helping to improve the standard of health delivery.

PROFILE

WHO WE ARE

Patient Rights Watch Ghana (PR Watch-Ghana) is a patient advocacy organization dedicated to promoting awareness about patient rights and using the existing laws to address patient rights abuses.

MISSION STATEMENT

We seek to protect and advance the constitutional and statutory rights of patients and to contribute to improving standards of healthcare in Ghana through advocacy, research and education.

CORE VALUES

Our shared values as an organization is embodied in our logo the Akoben adinkra symbol. Akoben in the Akan language means “war horn” - a horn used to sound a battle in the olden days. It is a symbol of a call to action, readiness to be called to action, readiness and voluntarism. Akoben is also a symbol of vigilance and wariness. The Akoben symbolism and traditional wisdom is therefore an apt representation of what we seek to achieve as an organization in the healthcare space i.e. the watchdog of patient rights in Ghana.

AIMS/ OBJECTS OF THE ORGANISATION

- To assist patients to exercise their human rights
- To advise patients about their rights, the implication of those rights and assist them make informed choices
- To provide training and education about patient rights to healthcare providers and policy makers with a view to improving standards
- To undertake healthcare policy advocacy
- To promote competitive healthcare market through advocacy for price transparency

MANAGEMENT

Isaac is a Lawyer, Medical Laboratory Scientist, Chartered Marketer and Entrepreneur. He is a product of Prempeh College, Kumasi and holds Qualifying Certificate in Law (QCL) from the Ghana School of Law, Master of Laws (LL.M) with special focus on Medical Law & Ethics from Kwame Nkrumah University of Science and Technology (KNUST), Kumasi.

He obtained his Bachelor of Laws (LL.B) from University of London-United Kingdom (UK) and holds Professional Postgraduate Diploma (PGDip) and Professional Diploma in Marketing from [Accredited](#)

ISAAC OFORI
GYEABOUR ESQ

FOUNDER &
PRESIDENT



the Chartered Institute of Marketing (CIM)-UK as well as BSc Medical Lab Technology from KNUST, Kumasi.

Isaac's natural leadership acumen and excellent communication skills combined with his passion for fairness pushed him into leadership positions as a student.

Among others, he was the Organizing Secretary of the Debaters and Writers Club at Prempeh College and the Vice President of Medical Laboratory Technology Students Association (MELTSAs) at KNUST.

His work experiences include a Tutor - Chemical Pathology at the College of Health & Wellbeing -Kintampo, Co-founder and Chief Operating Officer at GMC Consulting, Kumasi-a business consultancy dedicated to SMEs in the informal sector, Chief Operating Officer at Medilab Diagnostic Services Ltd, Ghana- a private network and leading provider of medical laboratory services, Founder and Managing Director at Tridema Labcare Gh Ltd, Kumasi- importer and distributor of In-vitro Diagnostic (IVD) devices and consumables, Founder and Managing Director at Springmed Supplies Ltd, Kumasi- a medical equipment sourcing, maintenance and sales outfit.

Reading, soccer and gardening are his favorite past times.



OPERATIONS

We monitor what is happening on the ground

As an organization, we scan and monitor the healthcare space as well as receive ground information from multiple sources. Our team of investigators then sift and follow up on the leads generated for purposes of verification or authentication. The next steps of action are determined after this stage. Our major sources of information include but not limited to:

- **Complaints from victims**
- **Eye witness reports**
- **Social Media leads**
- **Referrals**
- **Media reportage**

We amplify victims' voices

After our team of investigators have verified or authenticated claims of patient abuse, the next steps are automatically activated. The organization, subject to the consent of the victim takes over bringing its full weight of resources (legal, technical, financial) to bear on the situation to ensure the victim gets the needed attention from any relevant quarters.

Victim Support Services

Patients are sick people and sickness comes with its own weight of physical, psychological and emotional burden. When sickness is compounded or complicated by abuse, victims are left hapless and traumatized. Naturally victims will need counseling, psychological and social support to be able to get hold of their situation and put themselves back. Our team of experienced counselors are on hand to support victims while their case undergoes investigation/ authentication to inform the next steps.

We bring violations of patient rights to the attention of the public and policy makers

Our tasks here are many and include but not limited to:

- Acting as a watchdog of government by exercising vigilance in identifying actual and potential violations of the right to health and documenting and exposing them
- Monitoring implementation of government obligations arising from international covenants as well as municipal laws in respect of the right to health
- Co-operating with the government in using human rights standards as criteria for the design and implementation of health related policies and programmes
- Sensitization of the various stakeholders and service providers within the healthcare space i.e. doctors, nurses, pharmacists, lab scientists, health administrators, the various allied health professionals etc. regarding the medico-legal issues bordering on their interaction with patients to avoid potential liabilities.
- Awareness creation about patient rights through active media engagement.

We make use of existing laws and procedures to address patient rights violations

We make full use of the existing laws of Ghana on the right to health as well as international covenants on the same of which Ghana is a signatory to seek redress for victims of abuse. Enforcement of patient rights take the form of:

- Negotiated settlement
- Arbitration
- Petition to the Commission on Human Rights and Administrative Justice (CHRAJ)
- Complaint to the disciplinary committee of the regulatory bodies i.e. Medical and Dental Council, the Pharmacy Council, Nurses and Midwives Council, Allied Health Professions Council etc.
- Court action (last resort)

DONATE

DONATE

Your kind donation is crucial to sustaining the organization and powering the realization of its goals. In particular, your kind donation will enable the organisation:

- To take up legal action on behalf of poor victims against offenders to seek redress including compensation in the courts of law.
- To offer training and capacity building about patient rights to healthcare service providers on Ghana's laws impinging on healthcare and the potential liability for healthcare providers with a view to improving the general standards of healthcare.
- To mount a national media campaign using both "traditional" and "new media" on Ghana's Patient Charter with the aim to empowering ordinary patients with sufficient knowledge about their rights as well as the responsibilities service providers owe to them.
- To mount a national campaign targeting policy makers and health service providers on price transparency with respect to routine hospital charges to enable prospective patients know ahead before enrolment. Price transparency is essential to creating a competitive healthcare market.

- To lobby and sensitize policy makers and stakeholders on the existing gaps in our laws as a country in critical areas including but not limited to organ donation, surrogacy, euthanasia, no-fault compensation.

Donate Now via:

TRANSFER:

ACCOUNT NAME: PATIENT RIGHTS WATCH GHANA

BANK: CAL BANK PLC

ACC. NO: 1400008224104

BRANCH: NHYIAESO

SWIFT: ACCGHAC

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