

ADOPT THE CHARTER OF PATIENTS' RIGHTS, NOW!

Cases of overcharging, malpractice and exploitation by private hospitals are rampant in India. The COVID-19 pandemic has exposed the private hospitals and its very exploitative nature. Now is the time to set right a few wrongs.

One of the steps is the adoption and the implementation of the Charter of Patients' Rights. It was prepared by the National Human Rights Commission (NHRC) at the behest of the Ministry of Health and Family Welfare (MoHFW). The MoHFW released the charter with 13 patients' rights on August 30, 2018 and issued a letter to the state governments to adopt it on June 2, 2019. This would ensure that common grievances of patients and clinical establishments are addressed. The states are yet to do so.

It is time to claim your RIGHTS! Ask your MP or MLA to support the notification of the Charter in your state.

As A Patient You Have The Right To:

1. **Adequate & relevant information** about the nature and cause of illness, proposed investigations, care, complications and the cost of treatment.



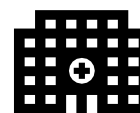
2. **Information on the rates charged** for all tests, treatments and facilities provided at the healthcare establishment. The charges should be displayed at a conspicuous place in local and English language.

3. **Access the copy** of their case papers, patient records, investigation report and a written itemised, detailed bill.



4. **Give an informed consent** prior to any specific test of treatment. The consent should be based on full disclosure by the doctor in simple language known to patient or caretaker about treatment and its impact (eg. surgery, chemotherapy).

5. **Seek a second opinion** from another clinician of the patient's choice, with all records and information made available by the treating hospital. If the patient returns after doing so, the hospital cannot compromise on the quality of healthcare.



6. **Confidentiality, human dignity & privacy during treatment.** Doctors should hold patients' information in strict confidence except from the patient and their caretaker.

7. **Have an ensured presence of a female** during physical examination of a female patient by a male doctor.





8. **Non-discrimination** in treatment and behaviour on the basis of HIV status.

9. **Choose alternative treatment** if options are available. Hospital staff are responsible for informing patient about all options for treatment available.



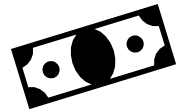
10. **Release of dead body of the patient**, which the hospital cannot deny for any reason, including non-payment or dispute regarding payment of hospital charges.

11. **Non-discrimination in treatment** based on illness, health condition, gender, sexual orientation, age, religion, ethnicity, caste, and linguistic or geographical/social origins.

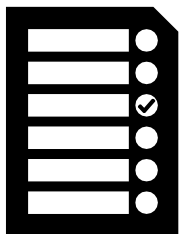


12. **Give informed consent** to the hospitals before the digitisation of medical records.

13. Seek transfer to another hospital or discharge from the hospital but with the responsibility to **'settle the agreed upon payments'**.



As A Patient You Have Some Responsibilities As Well



- To provide all health-related information
- Cooperate with doctors during examination and treatment
- Follow all instructions
- Pay the agreed hospital fees on time
- Respect the dignity of doctors and other hospital staff
- Never resort to violence

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