



RIGHTS AND RESPONSIBILITIES OF HEALTH CARE USERS

RIGHTS OF USERS OF HEALTH SERVICES

Persons requiring or liable to require health treatment or care shall have the right.

- To be treated or cared for by appropriate means, with compassion, diligence, competence, respect, and with strict regard for the confidentiality of any personal data disclosed during such treatment or care.
- To be informed of their own condition or situation, the probable evolution of such condition or situation, and any alternative treatment possibilities, and, if they so wish to receive religious assistance.
- To choose on the basis of basic appropriate information within the framework of, and within the limits of the concerned, to accept or to refuse any treatment offered to them. Through appropriate channels, to submit appropriate suggestions, and submit complaints or protests with regard to their treatment.
- To be issued certificates attesting to their state of health; and a written record of the nature and management of their treatment when they make such a request or when this is necessary in accordance with request or regulatory requirement.
- To establish bodies or associations responsible for representing and defending their interest, or for the general promotion or protection of health.

RESPONSIBILITIES OF USERS OF HEALTH

- Respect the rights and susceptibilities of other patients or clients.
- In using any health service or establishment, observe any rules concerning the organisation and operation of such health services or establishments.
- Cooperate with personnel of such health services or establishment in connection with their own treatment on the basis of information received.
- Pay any fees which may be prescribed by Government for treatment at facilities in the public health system.

