



SRI LAKSHMI MEDICAL CENTRE AND HOSPITAL

18/121 MTP Road,

Thudiyalur, Coimbatore – 641 034.

Document Name :	POLICY AND PROCEDURES TO PROTECT PATIENT RIGHTS AND EDUCATION
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Prepared By :	Designation : Quality Manager Name : Mrs.Sindhu Viswanath Signature :
Approved By :	Designation : Chairman Name : Dr.D.Suresh Kumar Signature :
Responsibility of Updating :	Designation : NABH Coordinator Name : Mrs.Usha Nandhini.N.B Signature :

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The authority over control of this manual is as follows:

Preparation	Approval	Issue
Quality Manager	Chairman, Sri Lakshmi Medical Centre & Hospital.	Accreditation coordinator


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PRE 1 – POLICY AND PROCEDURES TO PROTECT PATIENT AND FAMILY RIGHTS AND DECISION

1.0 PURPOSE:

- 1.1 To describe the rights of patients and their family members.
- 1.2 To describe the responsibilities of patients and their family members
- 1.3 To include patients information as confidential.
- 1.4 To protect from physical abuse or neglect.

2.0 SCOPE:

- 2.1 All patients who avail services at **SMCH**

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care.

4.0 ABBREVIATION:


- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
- 4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

SMCH protects the patient and family rights during care. Patient and family rights support Individual beliefs, values and involve the patient and family in decision-making process.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards For Hospitals. April 2014


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7.0 POLICY:

7.1 Patient and family rights are as given in document. These rights shall be respected and protected by entire staff of the hospital. Following shall be done to comply with fulfillment of patient rights and education. Display of patients' rights and responsibilities at convenient places in the hospital. Information of rights of patients shall be communicated to them and their families, if asked, in a format and language that they understand. Staff shall be made aware of their responsibility towards protecting of patients and family rights. Violation of patient rights is recorded, reviewed and corrective / preventive measures taken by the designated official in accordance with Indian medical council code of conduct.

8.0 PATIENT RIGHTS :

- 8.1 Right to access healthcare facilities available regardless of age, sex, religion, economic and social status to emergency services.
- 8.2 Right to choose his/her own doctor.
- 8.3 Right to be treated with care and dignity without any discrimination.
- 8.4 Right to be treated in privacy during consultation and therapy.
- 8.5 Right to expect that all the communications and records pertaining to his/her case to be kept confidential.
- 8.6 Right to receive full information regarding diagnosis, treatment and investigations.
- 8.7 Right to be informed about safety of procedures performed on him or her.
- 8.8 Right to know about day to day progress, line of action, diagnosis and prognosis.
- 8.9 Right to give informed consent after proper explanation.
- 8.10 Right to get second opinion at any time.
- 8.11 Right to access to his records and demand summary.
- 8.12 Right to receive continuous care for his/her illness.
- 8.13 Right to be treated in comfort during illness and follow up.
- 8.14 Right to complain, expect rectification of grievances, obtain compensation for medical Injuries/negligence.

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PRE 2 – POLICY AND PROCEDURES ON PATIENTS RIGHT TO INFORMATION

1.0 PURPOSE:

- 1.1 To ensure that patients and families have the right to information regarding their healthcare needs and the expected costs involved.

2.0 SCOPE:

- 2.1 All patients who avail services at SMCH.

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care.

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
 4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

SMCH provides the patient and families to have a right to information and education about their healthcare needs.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards For Hospitals. April 2014

7.0 POLICY:

7.1 RIGHT TO INFORMATION ON THEIR HEALTHCARE NEEDS:

- 7.1.1 **Safe medication:** Patient and their family should be informed and educated for safe medication and potential side effect of the medicines he/she is taking. They should be



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educated about the dose related side effects to prevent any adverse situation and better patient care. Like: All drugs for hypertension should be taken in a same time; All sustained released (SR), Controlled released (CR), Metered released (MR) medicines to be taken at a given interval otherwise adverse situation may appear like drug overdose; All diuretics should be taken at morning, sometimes it may be taken at afternoon but never be taken at night, it will increase micturition which will interrupt the sleep of the patient.

- 7.1.2 **Food and drug interaction:** All patient and their relatives should be educated about the food and drug interaction, a dietician is engaged for this work. Dietician educates patients and their families about diet related disease and relation with medicines. Some food or fruits inhibits the result of some medicines, some food increase the efficacy of some medicines.
- 7.1.3 **Diet and Nutrition:** Patient and their families are educated by the dietitian about the diet and nutrition, simultaneously she assess the nutritional need of the patient and prepare diet chart for every patient. .
- 7.1.4 **Prevention of HAI:** Patients and attendants are educated on prevention of HAIs, as and when they come to visit they instructed to maintain hand hygiene, use of barrier devices and not to seat or eat food inside the wards. To avoid bringing flower or bouquet for the patient. To use dust bins according to color coding.