



Community Cooperation And
Institutional Obligation For High
Quality Health Care Service



Ministry of Health - Sultanate of Oman
General Directorate of Quality Assurance Center
General Directorate of Primary Health Care
Department of Education and Health Awareness Programs

The National Document Of Patient Rights and Responsibilities



oman.moh.social@gmail.com



OmaniMOH



HealthOman



مركز الاتصال بوزارة الصحة
HEALTH CENTER MINISTRY OF HEALTH
24441999







Introduction:

The Healthcare Sector in the Sultanate of Oman offers patients various healthcare services in all governmental and private healthcare institutions, equally without discrimination. It respects the rights of patients and their families during healthcare provision. All employees are committed to providing high quality health and medical care, taking into consideration medical ethics. The healthcare sector expects all patients and their families to fulfil their responsibilities towards healthcare institutions, believing that quality care can be only achieved through partnership between patients, their families and healthcare sector.





Definitions

Patient Rights: duties and responsibilities that healthcare institutions obliged to fulfil while healthcare service is provided for patients and their families.

Patient Responsibilities: instructions that patients and their families shall adhere and follow.

Health Institution: governmental or private health facility that offers health care services to patients and their families; including: health centre, polyclinic or hospital.

Local health centre: a primary healthcare centre which is geographically close to the patient's residence.

Patient: Beneficiary of health care services provided by healthcare institutions

First healthcare institution: the nearest health centre, polyclinic or hospital to the patient when an emergency event occurred to him/her.



Definitions

Specialized healthcare institution: a health institution that provides diagnostic, therapeutic and rehabilitation services, which are not provided by local health centre.

Emergency events: imperious health conditions requiring quick medical intervention.

Child: A patient who is under 18 years of age according to the Gregorian calendar.

Guardian: person like a parents or party/ authority entrusted with the provision of alternative care.

Incompetent: a person who is mentally deficient due to his young age, mental illness, or madness

Immediate family member: husband, wife, father, mother, or adult son/daughter



Rights .. Dear valued Patient you have the rights to:

- Receive primary healthcare services at your local health centre depending on available resources and capabilities.
- Receive healthcare services in specialized healthcare institutes (polyclinics and hospitals) according to the advice/recommendation of your treating doctor, shown in the referral and appointment coordination system.
- Receive healthcare services at first (nearest) healthcare institution in case of emergency.
- Receive the appropriate healthcare services at the right time within the official working hours declared / assigned for health care institutions.

Responsibilities .. Dear valued Patient your responsibility is to:

- Seek primary healthcare services from your local health centre.
- Adhere to the scheduled appointment. otherwise call in case of rescheduling or cancellation.
- Appreciate that some patients' health situations mandates to receive care before you.
- Leave the healthcare institutes after receiving the healthcare required or after discharge, according to the advice of treating doctor.
- Appreciate that hospitals and health centres are considered educational centres for medical, nursing, and allied medical sciences students.
- Respect the hospital visiting hours, the same applies to the visitors



Safety

Rights..Dear valued Patient you have the rights to:

- Receive healthcare services in a safe environment that suits your health condition and prevents you from harm and negligence.
- Receive proper guidance and orientation on the available facilities in healthcare institutions, with the existence of notification signs of unsafe places (where needed).

Responsibilities .. Dear valued Patient your responsibility is to:

- Follow the healthcare institution's rules and regulations affecting safety and conduct, such as, non-smoking policy.
- Keep personal valuables safe, and in case of admission in hospitals get only essential belongings for your stay.
- Preserve the properties of healthcare institution and use its facilities and equipment in safe and appropriate manner.

Privacy

Rights .. Dear valued Patient you have the rights to:

- Protect your privacy and medical information while you are in the healthcare institution and after leaving it as per the rules and regulations followed by Sultanate of Oman
- Accept or reject the participation in any proposed research to you, and you have the right to withdraw from any research you committed to, without it affecting the given healthcare.

Responsibilities

Rights.. Dear valued Patient:

- You or one of your immediate family members have the right to be informed about your health condition and treatment plan (medical & surgical) in a simple and understandable language with preservation of your right to accept or refuse the plan, if your refusal is not conflicting with Public Health Laws.
- You or one of your immediate family members have the right to know the name and specialty of the treating doctor and the medical team taking care of you.
- You or one of your immediate family members have the right to discuss with the treating doctor: the treatment plan, expected outcomes, suggested alternatives, if available, plus the risks and potential side-effects.
- you or one of your immediate family members have the right to be informed about any medical error you encountered during the medical care and about the mechanisms followed in such situations, with the condition that it does not affect the provided care.
- on discharge you have the right to receive a discharge summary including the details of your health condition, the care you received and the needed care post discharge.
- you have the right to request a medical report explaining your medical situation, as per rules and regulations followed by the healthcare institution.
- you have the right to receive attendance certificate or sick leave based on the recommendations of the treating doctor, with reference to your health condition, as per the rules and regulations followed by the healthcare institution.



Responsibilities .. Dear valued Patients your responsibility is to:

- Provide all required information during your first registration at the healthcare institution, and to show what proves your identity, such as identity card, passport, or birth certificate for Omani patient, and resident card for Non-Omani patient. Also, update your data in case of any changes, such as, mobile number, and address.

Rights .. Dear valued Patient you have the rights to:

- be involved in your treatment plan and take full responsibility on your decision, whether accepting or refusing the diagnostic or therapeutic procedure, after being informed about possible health consequences that may incur, confirming your decision by signing corresponding forms, provided that your decision is not followed by consequences that could be held against you in case you needed to come back to treat the same illness (health condition) . In case of children and incompetent patients, the guardian will have the right to make decision regarding the treatment plan without causing harm to them and without conflicting with Child Law and Public Health Laws.
- Know the nature of the diagnostic or therapeutic procedure decided by your treating doctor before it's executed.

Responsibilities .. Dear valued Patient your responsibility is to:

- disclose any information related to your current and past medical condition including allergy types and communicable diseases, if existing, even if you were not been asked.



- Follow the instructions of your treating doctor and perform the needed requirements for treatment and diagnosis, such as investigations and specimens provision.
- follow the treatment plan and comply with the instructions, given by your treating doctor, whether related to taking your medications or your daily activities, provided that you inform your treating doctor if there is difficulty complying.

Respect
and Appreciation

Rights.. Dear valued Patient you have the rights to:

- Be respected and appreciated by all healthcare workers without discrimination, and to respect your values, beliefs and traditions without compromising the treatment plan
- Receive appropriate care while allowing natural death and proper body handling upon death

Responsibilities.. Dear valued Patient your responsibility is to:

- Treat all healthcare workers with respect and consideration. Violence (verbal or physical) and abuse to healthcare workers mandate immediate investigation of reported violence/ abuse legal accountability, and punishment according to the Articles 191, 192 and 193 of the Oman Panel Law
- Respect other patients' privacy, confidentiality and comfort
- Show respect to the traditions and customs, and to reflect decent appearance and acceptable clothing when accessing healthcare institutions



Commendations
and Comments

Rights.. Dear valued Patient

- you or one of your immediate family members have the right to share your commendations, comments, and voice a complaints and concern regarding treatment and care without fear of reprisal.
 - you have the right to voice your complaint to the head of primary health centre or to the patient services department in hospitals, when dissatisfied with any healthcare worker or care provided
- Responsibilities.



**Saving Patient Rights and
Responsibilities is the obligation of all**

