



# Patient Charter

## You have the right to:

1. Know by **name** the physician, nurse and other staff members responsible for your care
2. **Talk openly** with your physician about your diagnosis, the treatment prescribed for you, the prognosis of your illness, and any instruction required for the follow up care
3. Request that your physician communicates in **terminology** you may reasonably expect to understand
4. Have your request courteously received and properly considered as **quickly** as circumstances permit
5. **Be informed** of the reason you are given various tests and treatments, and who the persons are who give them to you
6. Be informed of the general nature and inherent risk of any procedure for which you have given your consent
7. **Change your mind** about any procedure for which you have given consent, to refuse treatment and to be informed of the medical consequences of this action
8. Expect your **personal privacy** to be respected to the fullest extent consistent with the care prescribed for you and applicable to UAE laws
9. Expect all communications and other records pertaining to your care to be kept **confidential** to the extent required by law
10. Request through your attending physician a **second opinion** by another physician, to change physicians, or to change hospitals and/or facilities
11. Participate in **ethical discussions** that arise in the course of your care
12. Have **impartial access** to medical resources indicated for your care without regard to race, nationality, age, gender or disability
13. **Refuse to participate** in medical training programs or research projects
14. Care and treatment in a **safe environment**
15. Have **pain management** in a compassionate manner
16. Be informed about the **outcomes** of care, including unanticipated outcomes

## You in turn have the responsibility to:

1. Give **cooperation** and to follow the care prescribed or recommended for you by your physician, nurse or staff members responsible for your care
2. **Notify your physician** or nurse if you do not understand your diagnosis, treatment or prognosis
3. Provide to the healthcare provider, to the best of your knowledge, **accurate and complete information** about present complaints, past illness, hospitalizations, medications and any other matters relating to your health
4. Respect the rights and **privacy of other patients** and follow institutional policies as posted
5. To **keep appointments**, and when you are unable to do so for any reason, to notify the healthcare provider
6. **Accept your actions** if you refuse treatment or do not follow the healthcare providers instructions
7. **Accept financial obligations** associated with your care