

Research article

Patient Rights in medical center

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Abstract

In review of patient rights charter completely understanding that manners always up to medical and it has a long story in this subject, for example (SOGANDNAME BOGHRAT, MONAJATNAME EBNE MEIMOOON and AEINE AKHLAGHI AGHILI SHIRAZI) that we can say in all these books they try to show keep secrets and right of patient over the medic is basic of patient right. Global campaign for the defense of human rights recently is more focus on patient rights. In one word patients are one of low comparison of economy, society, psycho and even physically that always they are in danger. In continue chapter of healthy system is coming up and necessarily patient rights and following this case in Iran and Global. **Copyright © WJMMS, all rights reserved.**

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Introduction

These days all medical activities are more extended and they are bringing challenge manner and they are observing all international organization and following domestic right of countries even we can see it in Iran.

This part subject of efficient health system is up (writing by Dr. ALIREZA PARSAPOUR, BAGHER LARIJANI)

In this system one of important thing is work group between customer care and patient.

All of hospital must put organization to activity in respect patient right and even medico right.

Health center and hospital should know all rights of manner for patient to keep healthy society in high level.

1. Road of codification patient rights in Iran

1-1: First charter patient rights in Iran: first charter of human patient rights started in 2003 in Iran.

Through this patient all health center and hospital they were aware to put in safe place and follow the instruction and it is worth but still it has weakness and should be more completed. So Tehran university center of research came up and solved the case. So at the end after all working in patient rights become strong and completed pattern.

2-1: From codification to realization in patient rights: as we know between codification to realization there is distance that if we need to be perfect we must doing activities:

- A- Alternative meeting with masters to find prevents and solve prevent in patient rights cases
- B- Designing correct indicator to reach perfect
- C- Keep update in society and giving correct information about patient rights

2- Rights of server employee and job holder beside rights of receiver and patient:

One of the most important things for getting to the best charter of patient is observing in employee rights.

As we know beside the rights for patients they have tasks also, that should follow them otherwise society will distract.

3-short look in medic's civic responsibility in Iran:

In this subject there are two codes that we have always following instruction. (319 Islamic criminal rule) and (322 Islamic criminal rule)

So full responsibility of medic is necessary about patient but if medic get innocence from patient there is no charge against medic (Dr HASAN JAFARITABAR)

There is other pattern that Islamic religion opinion that is saying medic always is first that means they have full react and responsible for all damage about patient that would be happened. Even if they have no excuse, hence getting innocence before acting.(writing by MAHMOOD KAZEMI)

As we said It was about medic responsibility but in fact it is directly mention between patient rights and it showing focus of legislator in to the patients' rights.

4- Principles of patients right :

1-4: Right of patient about high quality service and care

- It must always have easy and achieve able service without Discrimination
- In emergency case it should be fast and correct reaction
- All cares should be standard and Discrimination for all type of patient
- They have right to get pleasure and respect far of racism
- Patient should have knowledge about failing cure and be aware about result.
- Patient can reject all testing medical act any time.
- Patient should get A-Z (step by step) level of cure.
- In all level of cure privacy of patient should be mention.(writing by international Tabriz hospital)

2-4: right of having information

- Patient should know exactly about illness and cure
- Patient should know about name of the doctor who care about them.
- Patient should sign all paper after getting all information such as timing problems any specific cure and...
- All information should be understandable for patient
- Patient should know about all lab instruction and rights of prevent them
- Patient have rights to know about hospital instruction.
- Patient should know step by step of their rights in all level of cure.
- Transferring the patient is with their accept and satisfaction.
- Patient documents should always available for them.
- Patient have rights to know about details of bill and payment.
- Local patient who can not connect with employee they have right to get translator.
- Patient have right to choose the person who get info and secret of medical cure.
- Patient can choose some one to know about his/her medical document after expire otherwise no one have right to know details. There is exception if order comes from rule.

3-4: Confidential and keep secret rights:

- First of all privacy and details of patient should be preservation in front of others.
- Check up, cure and discuss between doctor and patient should be confidential
- All document of patient should be confidential.
- Patient have right to keep confidential all the bill and payment.
- Convert of details into electronic info also should be confidential.

4-4: Awareness of satisfaction:

This theory is new edition of basic of response is using in medical rights.

Adult should aware about rights and have satisfaction of it because without satisfaction goes to criminal.

Patient should give confirmation for touching check up. And give satisfaction for all type of cases. (JANEIN, 1999, page 10)

Islamic medical ethics came in 1981 in Kuwait that mentioned satisfaction of patient. (LOUIS, 1999, page 12)

- Patient have rights to know details of medical such as side effect, percentage of death and improving in report of medical process.
- Patient have rights to know if he/she does not give the satisfaction what will happen to themselves.
- Patient have rights to know all available variety for cure and also have right to choose one of them.
- Patient have right to prevent continue of medical and even stop curing but if illness were risky for society there is no chance to change rules.
- Patient have totally rights to give body part permission for transplant.
- In emergency cases if patient could not sign any paper for permission there is no need to get satisfaction except before emergency he/she mentioned any activity.
- If the person who has right to give permission prevent from medical activity, but medico diagnosis it, they have right to do all necessary activities.

5-4: Right of independence vote:

- Each patient have right to decide independent. And medico should aware them from consequences.
- Patient have right to attend all educational project or medical training or prevent them.

- If patient unconscious and could not decide by the time he/she conscious should give demand.
- Patient in any position have right to decide leave the medical center and should mention in check out paper that it was out of medico control.

6-4: Private environment right's

- Private area in interview, cure and check up should mention.
- Private area should mention in all meeting and discussion room.
- Patients have right be in touch with their relative during their cure.
- Patient should get respect and be relax during cure.

7-4: Calm and peace right's:

- Patient have right to use all kind of medicine to get calm under medico order.
- Patient have right to have final care and concern even to get calm death.
- Patient have right to refuse painful lab test to have dead with dignity.
- Patient have right to follow any type of religion to get calm. (MOSADEGH RAD, 2005, page 35)

8-4: Objection and complain right's:

- Patient have right to complain if they feel observation are less about them.
- Patient have right to complain about all medical service after checking the case center is responsible to answer them.(MOSADEGH RAD, 2005, page 38)

9-4: Redress right:

- Patient have right to redress for lack of giving information or delay and wrong order.
- Patient have right t know about details of employee who give them service. And employees are already train to introduce themselves to patient. even patient have right to know about name and details of medico who charge him/her.
- Patient have right to reach to their lawyer any time. (MOSADEGH RAD, 2002, page 3)

5: Enforcement guarantee's:

1-5: Explain of medical ethics:

Gathering must and must not together that guarantee inside, and they are like mental and spiritual. All we said means human have feel that they are responsible in front of power of GOD. And this is difference of medical manner and medical right's because there is no guarantee for medical manner.

In charter of patient right's they mentioned it's like receiving perfect service and giving update to patient, even it is all part of cure instruction, but in this charter there is no guarantee following.

2-5: After searching in different rule instruction we can easily find enforcement guarantee:

Whatever they mention in patient right charter got confirm even in other rules instruction and they brought enforcement guarantee. For example (Note of 28 coding medical council rule)

“ Employee of medical and connected workers if they don't follow legal rules and rules regulation and guild regulation and screw the job they will become guilty.”

This note is totally general. And it is including all type of violation. And if any mistake comes up we can complain to team of medical support.

Types of medical team: we have round team in capital of Iran (Tehran) and other states. Hence if any mistake and violation come to know different medical team can order different punishment, for example giving attention by speaking with guilty person or...

The most important thing is if any damage come to patient are refundable from medic to patient.

Beside of center in Tehran there are many centers in town. And these small organization should get the standard from ministry of health and science and recognize by them and patient can complain to this organization, and follow their case.

There are committee in hospitals that patient can send their complain to them and they are responsible to follow the order.

The task of committee is giving and ordering policy regarding to rules and regulation in hospital. And responsible to check out correct task (HAMSHAHRI newspaper law part).

3-5: Necessity of independent dispute reference

As we said there are organization that patient can refer to them and make complain, but the point is this organization (responsible to complain) are under the master organization ,and this pattern bringing concern about how they will judge, and it could be become as the same side of coin.

4-5: Improving support from patients:

In this case we have these offer:

- Training and updating patient about what they have and all right's and commitment.
- Training and updating employee about charter of patient rights .and also employee should have knowledge what will happened if they don't follow the task.
- Build new committee for judge between patient and organization. and its better this committee work under judicial system

6 - Compare patient right in Iran and selected countries:

In charter of patient right in United States (Texas, New York, Missouri states), England and France and Canada, bringing up the documents for patient is on. Statement of promoting patients' rights in Europe and word association of medical also did the same job but in Iran charter right there is no expression it. (ABAZAR HAJAVI, 2005, page 196)

In right charter of most counties patient is first as customer and they follow satisfaction right for them. But we can not see it in Iran charter again.

Whatever we said about Statement of promoting patients' rights in Europe and word association of medical even for unconscious patient they have the instructed right's.

In most countries they have rights for patient to attend for training and testing but in France rights is still unclear.

Interesting subject is we can not find any rights for patient to give part of his/her body after expiring but it came in Statement of promoting patients' rights in Europe and word association of medical.

In most of countries privacy is accept but in Iran charter right still this right is in confidential information. But there are to many difference between them. But in Iran there is no different and all are same.

In charter of unites states and Statement of promoting patients' rights in Europe and word association of medical right of using translator are on but in France this right and having relative next to patient is not In charter.

All medical and hygienic patterns are not acting properly in Iran charter right.

In most of countries and Statement of promoting patients' rights in Europe right of complain for patient is expression and they are following but in Iran and word association of medical there is no expression for patient (SEYED JAMALODIN TABIBI, MASOUME SARBAZ ZEIN ABAD, 2005, page 196-201)

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