

Assessment of Employee Awareness About Patient's Rights and Responsibilities as Per NABH Standards

By

Sneha Gupta

*Dissertation submitted for the partial fulfillment of the
MBA Hospital and Health Management*

Academic year, 2014-2016

The logo for IIHMR University, featuring the letters 'IIHMR' in a large, bold, serif font, with 'UNIVERSITY' in a smaller, sans-serif font to the right. The text is white on a dark purple rectangular background.
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This is to certify that Dr. Sneha Gupta, student of MBA Hospital and Health Management (MBA HM) from The IIHMR University, Jaipur has undergone internship training at Global Hospital, LB Nagar, Hyderabad, from 8th February 2016 to 14th May 2016.

The Candidate has successfully carried out the study designated to her during internship training and her approach to the study has been sincere, scientific and analytical. The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.



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Certificate

This certificate is awarded to Dr. Sneha Gupta in recognition of having successfully completed her internship in the administrative department and has successfully completed her Project on the topic "Assessment of employee awareness about patient's rights and responsibilities as per NABH Standards" on 14th MAY 2016 at Global Hospital, LB Nagar, Hyderabad. She comes across as a committed, sincere & diligent person who has a strong drive and zeal for learning.

We wish her all the best for future endeavours.

Dr. Birendra Kumar



AGM Medical Services

Global Hospital

LB Nagar, Hyderabad



THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "Assessment of Employee Awareness about Patient Rights and Responsibilities as per NABH Standards", at Global Hospital LB Nagar, Hyderabad, and submitted by Dr. Sneha Gupta, Enrollment No. IIHMR-U/MBA-HM/2014-16/19-1626 under the supervision of Brig. (Dr.) S.K. Puri, VSM (Retd.), Advisor (Academics & Students Affairs) for award of MBA in Hospital and Health Management of the University carried out during the period from February 8th, 2016 to May 14th, 2016 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Sneha Gupta

Signature

ACKNOWLEDGEMENTS

I extend my sincere gratitude to **Dr. Birendra Kumar, AGM Medical Services**, for giving me the opportunity to do my dissertation and undergo the process of learning at Global Hospital, LB Nagar, Hyderabad. I appreciate the guidance provided by him on my project.

I am also very grateful to all the staff of the hospital for their cooperation and providing me with the necessary information for my learning and project.

I would take this opportunity to extend my sincere thanks to **Dr. S.D. GUPTA**, Director, IIHMR University, Jaipur and **Brig. (Dr.) S. K. Puri, VSM (Retd.), Advisor** (Academics and Students Affairs) and Mentor, IIHMR University, Jaipur for their valuable contribution and support.

However, I accept the sole responsibility for my possible error of omission and would be extremely grateful to the readers of this project report if they bring such mistakes to my notice.

Date: 14th May 2016

Dr. Sneha Gupta
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PREFACE

Dissertation is an integral part of MBA-HM curriculum. As a part of the course, the students of second year are required to undergo dissertation at any reputed organization to get in depth exposure to various departments of the organization and understanding of health care delivery system and its functions.

The major objectives of the dissertation are as follows:

1. To understand and learn day to day operational management of a Hospital/ Health Care organization and its service contents.
2. To identify issues/problems with certain operational areas.
3. To acquire more knowledge on roles and responsibilities of key players and stakeholders in the hospital.
4. To gain perspective in the functions of various departments by interaction with key stakeholders, policy makers, academicians and researchers.
5. To work on a Project assigned by the dissertation organisation.

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ABBREVIATIONS

NABH - National Accreditation Board for Hospitals and Healthcare providers

BMED – Biomedical Engineering Department

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INTRODUCTION

The awareness about patient rights and responsibilities is an essential part of patient care activities. As a part of the NABH guidelines, it is important for the hospital staff to be well aware about the patient's rights as this would indirectly relate with providing quality care enhancing patient satisfaction level. Patients can be educated about these rights by the healthcare providers or the support staff and also made aware of their responsibilities towards the hospital. The staff should be imparted training regarding this at the time of orientation and periodic training sessions should be carried out after that.

Patient's rights and responsibilities are covered in the Chapter 4 of the NABH guidelines brochure. It stresses on the need for adopting patient friendly environment through documented procedure enabling the patient and family to participate in the decision-making process while availing healthcare needs. Most of the medical failures happen due to either ignorance of patients or negligence of healthcare providers, hence the responsibility of effective medical care lies on both.

RATIONALE

The patient rights and responsibilities are covered in the Chapter 4 of NABH standards. This patient centric approach initiative propagated to facilitate the needs of the patients so as to keep their family informed about their rights and responsibilities while using healthcare facilities. The Charter for patient rights and responsibilities will basically work as a guideline for health care providers to ensure that the patients are duly updated on all their healthcare needs. Most importantly it stresses on the need for adopting patient friendly environment through documented procedure for obtaining patient or family's consent for informed decision making while availing healthcare needs so as to involve them in decision-making process. It is one such initiative that is not just a document that outlines the doctor's role, responsibilities and code of practice but also the patient's rights and his duties. Most of the medical failures occur due to either ignorance of patients or negligence of practitioners and providers of healthcare and we wish to caution both, the patient and the providers on the seriousness and the outcomes of not working together as per the guidelines.

REVIEW OF LITERATURE

According to NABH (Patient's rights and responsibilities, Chapter 4), the organization decides the patient rights and responsibilities. The staff is aware of this and is trained to protect patient rights. Patient and family has the right to information and education about the healthcare needs in a language that is understood by them. Patients are educated about their rights and responsibilities at the time of admission. They are explained about their disease, the treatment modalities, the outcomes, probable side effects, costs, etc. in a clear manner. The patients are also made aware of the hospital's grievance addressing mechanism. A documented process is followed to obtain the patient's/ family's consent for the treatment before proceeding further.

Every hospital staff should receive an ongoing education related to their job responsibilities towards the hospital as well as the patient, and upgraded periodically, thereby , leading to overall growth of the individual as well as the organization. The orientation program should ensure that every new joiner in the organization is well versed with the working environment, his roles and responsibilities so as to achieve desired results.

The organization protects patient and family rights and informs them about their responsibilities during care. As per the NABH standards, patient and family rights support individual beliefs, values and involve the patient and family in decision-making processes. The patient and/or family members are educated to make informed decisions and are involved in the care-planning and delivery processes. A documented procedure for obtaining patient and/or family's consent exists for informed decision making about their care.

The patient also has to fulfill certain responsibilities towards the hospital and the treatment process. Patient should give as much information about their present health, past illnesses, allergies, family medical history and other relevant details as much possible. The patient should follow the prescribed treatment plan recommended by the health care provider. They should provide complete and accurate information including full name, address and other information. They should read all the forms and consents thoroughly before signing. The patients/ attendants should pay the bills promptly as per the hospital policy and keep in touch with the billing department for knowing future expenses of the treatment. They should treat the hospital staff and other visitors with courtesy and respect. The attendants should take care of their own valuables.

AIM

To assess the level of awareness of employees about the patient's rights and responsibilities, to enhance patient satisfaction.

OBJECTIVES

- To assess the staff awareness levels of patient rights and responsibilities.
- To find out the reasons of unfamiliarity of staff towards the patient rights.
- To give recommendations regarding the training program so as to increase the awareness level.

RESEARCH QUESTION

What is the level of awareness of employees about the patient rights and responsibilities at Global Hospital, LB Nagar, Hyderabad?

METHODOLOGY

- Study type - Analytical Cross Sectional Study
- Area of study- Global Hospital, LB Nagar, Hyderabad
- Study period- 2 months
- Data Collection method: Primary Data was collected from employees through a structured questionnaire and communication with the staff.
- Type of Data- Primary data from employees (all categories of staff including clinical, support and utility services)
- Sampling Technique- Purposive Simple Random Sampling
- Sample size- 160 (50% of the total staff - 320)
- Tools and techniques: Structured questionnaire for data collection designed using the guidelines as per NABH Standards for patient rights and responsibilities.

MS Excel (pie charts and graphs) for analysis

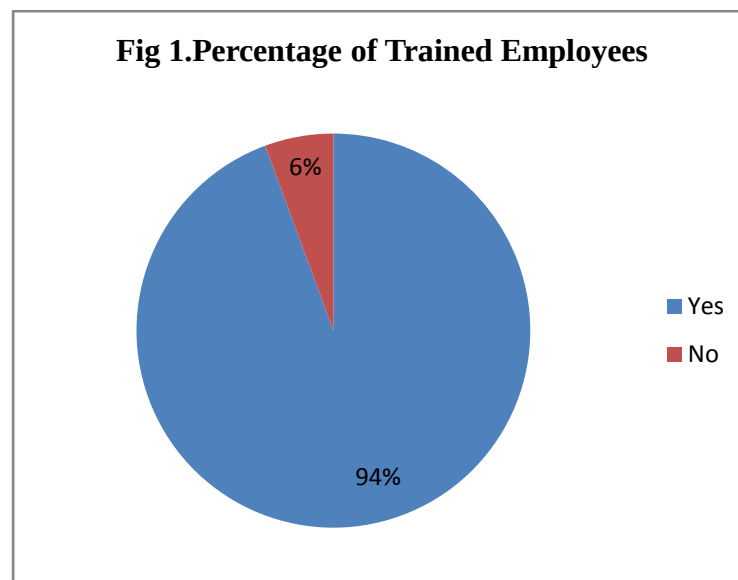
The employees were categorized based on their medical level of knowledge and patient care access into:

1. Clinical Staff- Doctors, Nurses, Technicians
2. Support Staff- Administrative staff, Executive staff, Pharmacists, Dieticians, BMED
3. Utility Staff- Housekeeping Supervisors, ward boys, ayahs

OBSERVATIONS AND ANALYSIS

The training regarding patient rights and responsibilities as per NABH standards is imparted to staff at the time of induction and also periodically twice in a year. The quality department and HODs of respective departments are the trainers for the same.

The training provided to the employees according to NABH was the major parameter to access the awareness level.



Sample -**160** employees

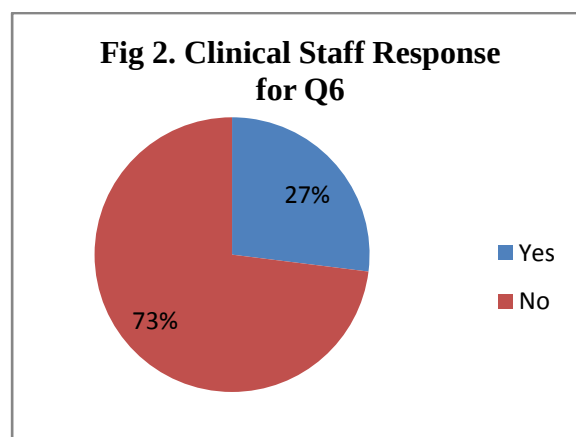
Training about patient rights and responsibilities was given to **151** employees

Training about patient rights and responsibilities was not given to **9** employees

Percentage awareness question-wise

In each category, difference in awareness level was found on certain issues like information of adverse effects of treatment, family medical history, timely payments, informed choice, refusal of treatment, complaint redressal, cultural and spiritual needs fulfillment, blood transfusion consent, side effects of medications, safety of valuables, allergies and past medical history, contact details and access of clinical records. Category wise analysis is done with the help of pie charts for depicting the difference in answers.

CLINICAL STAFF – 89 clinical staff including doctors, nurses and technicians. Maximum variation was found in Q6 followed by Q12, 8, 24, 23, 17, 14, 25, 9.

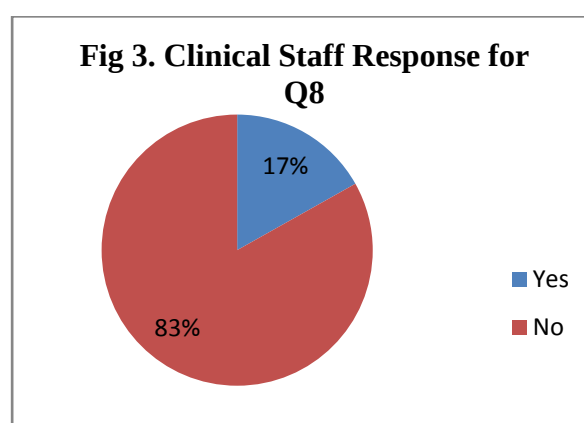


Q6. Regarding the medical condition of the patient, the doctor can decide not to inform him/her or the attendants about the adverse effects of the treatment. **Ans. No**

Total – 89

Yes – 24

No – 65

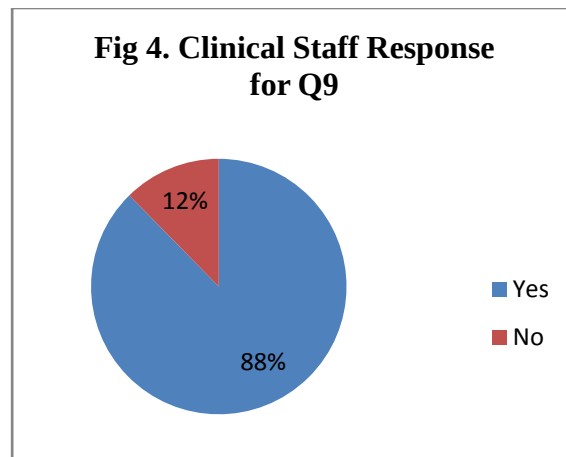


Q8. Should patient hide their family medical history from the doctor? **Ans. No**

Total – 89

Yes – 15

No – 74

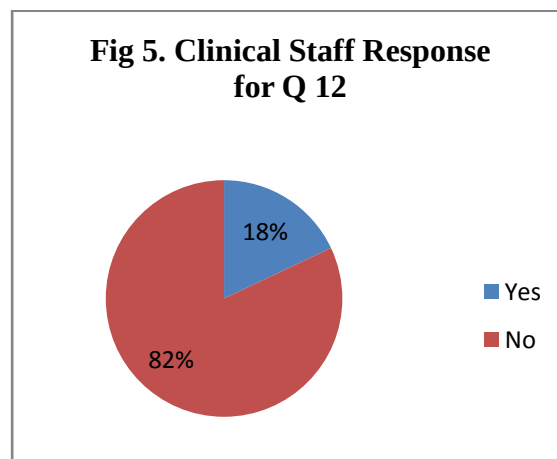


Q9. Is it the patient's responsibility to make all payments timely for medications and uninterrupted treatment? **Ans. Yes**

Total – **89**

Yes – **78**

No – **11**

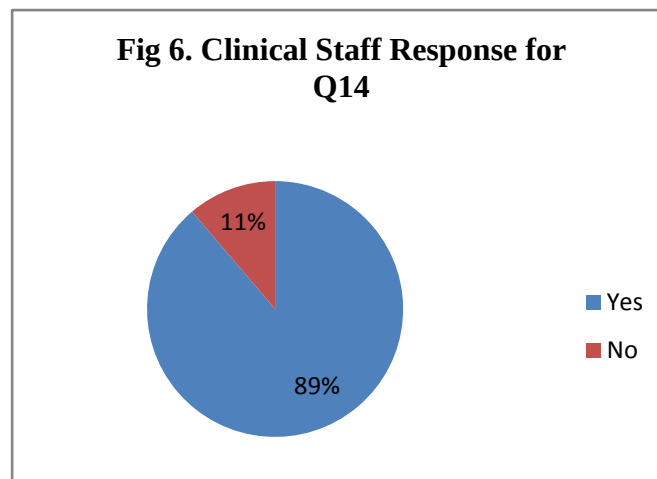


Q12. Patient does not have a right to refuse the treatment. **Ans. No**

Total – **89**

Yes – **16**

No – **73**

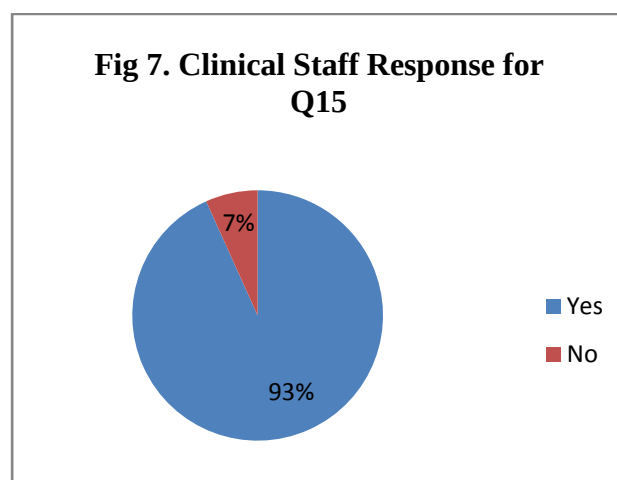


Q14. The organization should have a complaint redressal procedure for patients. **Ans. Yes**

Total – **89**

Yes – **79**

No – **10**



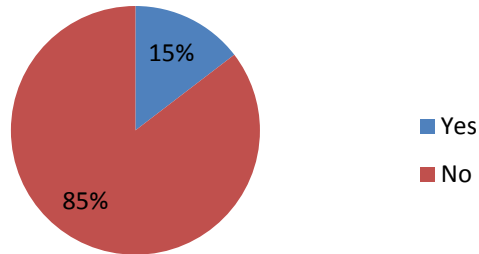
Q15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs. **Ans. Yes**

Total – **89**

Yes – **83**

No – **6**

Fig 8. Clinical Staff Response for Q17



Q17. As per the patient rights, blood transfusion does not require an informed consent.

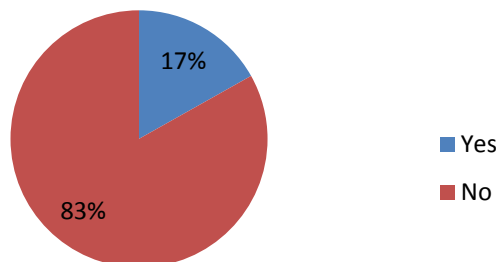
Ans. No

Total – **89**

Yes – **13**

No – **76**

Fig 9. Clinical Staff Response for Q23



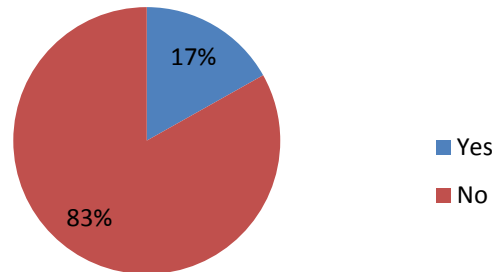
Q23. The patient should not provide the information about allergies and past medical history to the healthcare provider. **Ans. No**

Total – **89**

Yes – **15**

No – **74**

**Fig 10. Clinical Staff Response
for Q24**



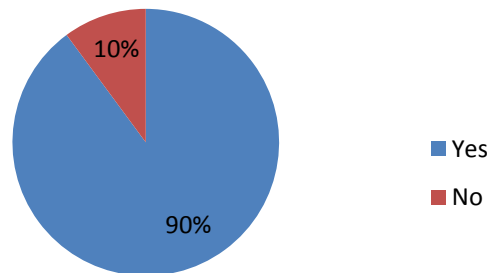
Q24. The patient should hide their contact details if they don't want to disclose. **Ans. No**

Total – **89**

Yes – **15**

No – **74**

**Fig 11. Clinical Staff Response
for Q25**



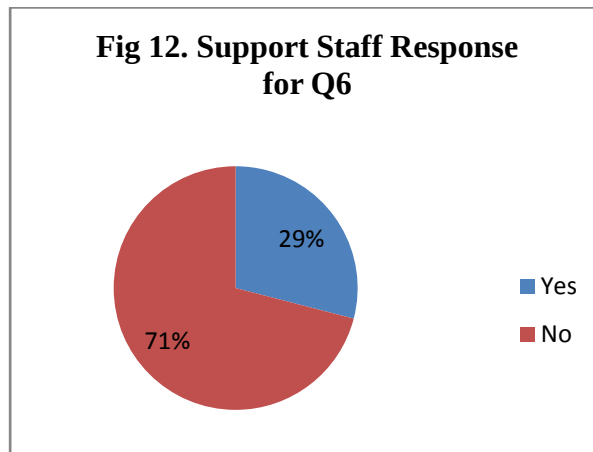
Q25. The patient has a right to access his/her clinical records with proper permission obtained from management. **Ans. Yes**

Total – **89**

Yes – **80**

No – **9**

SUPPORT STAFF- 31 support staff including administrative staff, executives, pharmacists, dieticians, BMED. Maximum variation was found in Q15 followed by Q6, 9, 24, 12, 14, 17, 23, 8.

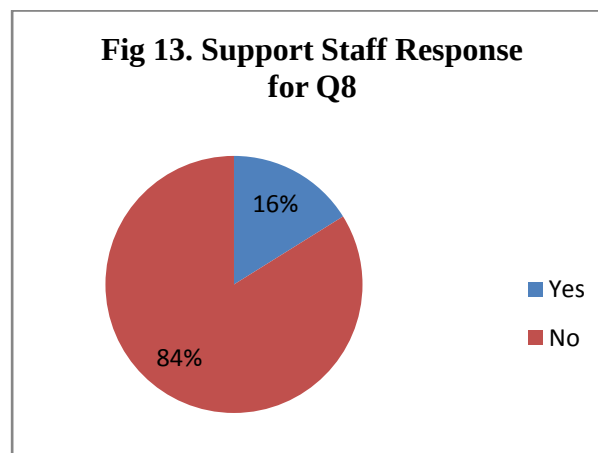


Q6. Regarding the medical condition of the patient, the doctor can decide not to inform him/her or the attendants about the adverse effects of the treatment. **Ans. No**

Total – 31

Yes – 9

No – 22



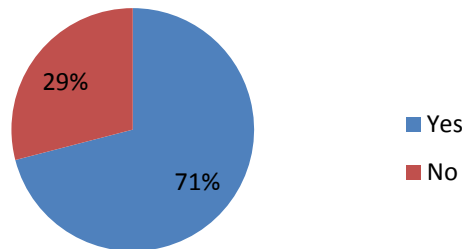
Q8. Should patient hide their family medical history from the doctor? **Ans. No**

Total – 31

Yes – 5

No – 26

Fig 14. Support Staff Response for Q9



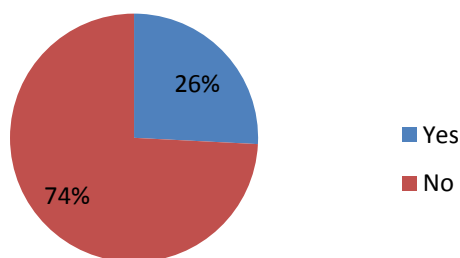
Q9. Is it the patient's responsibility to make all payments timely for medications and uninterrupted treatment? **Ans. Yes**

Total – **31**

Yes – **22**

No – **9**

Fig 15. Support Staff Response for Q12



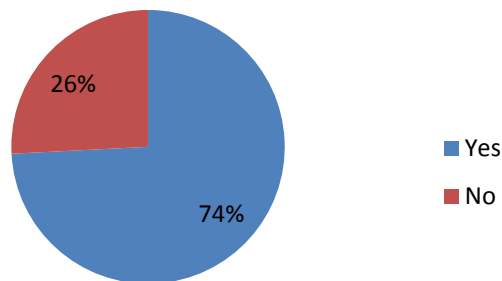
Q12. Patient does not have a right to refuse the treatment. **Ans. No**

Total – **31**

Yes – **8**

No – **23**

Fig 16. Support Staff Response for Q14



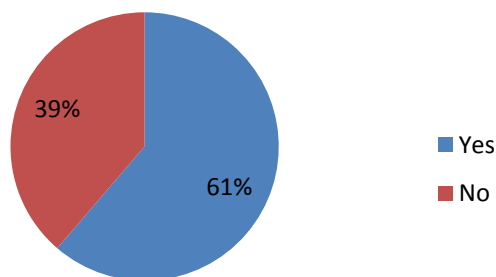
Q14. The organisation should have a complaint redressal procedure for patients. **Ans. Yes**

Total – 31

Yes – 23

No – 8

Fig 17. Support Staff Response for Q15



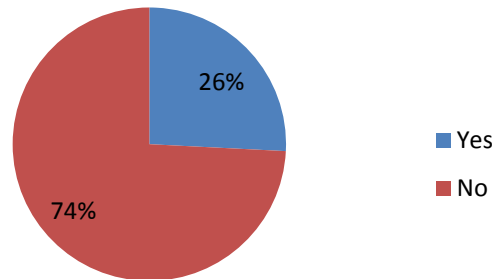
Q15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs. **Ans. Yes**

Total – 31

Yes – 19

No – 12

Fig 18. Support Staff Response for Q17



Q17. As per the patient rights, blood transfusion does not require an informed consent.

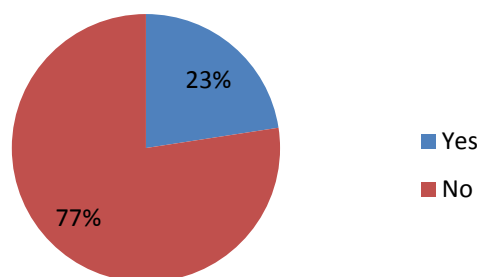
Ans. No

Total – 31

Yes – 8

No – 23

Fig 19. Support Staff Response for Q23



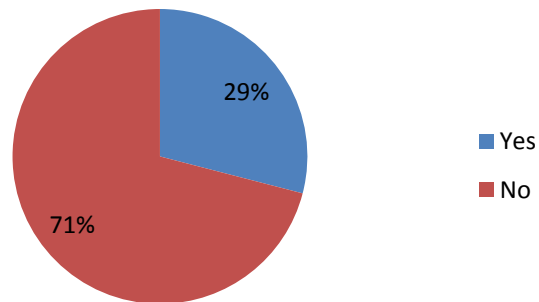
Q23. The patient should not provide the information about allergies and past medical history to the healthcare provider. **Ans. No**

Total – 31

Yes – 7

No – 24

Fig 20. Support Staff Response for Q24



Q24. The patient should hide their contact details if they don't want to disclose. **Ans. No**

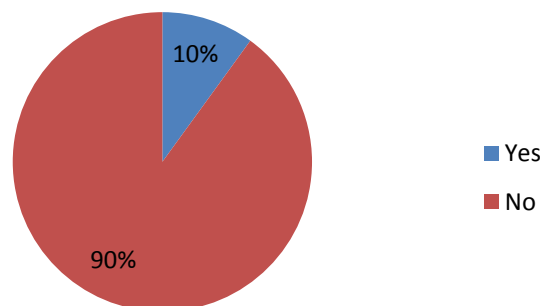
Total – 31

Yes – 9

No – 22

UTILITY STAFF- 40 utility staff including housekeeping supervisors, ayahs and ward boys. Maximum variation was found in Q12 followed by Q11, 13, 20, 8, 17, 22, 23, 15, 14.

Fig 21. Utility Staff Response for Q6



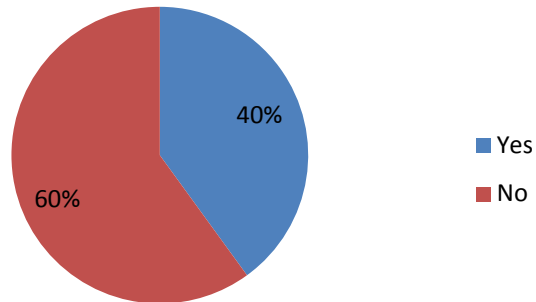
Q6. Regarding the medical condition of the patient, the doctor can decide not to inform him/her or the attendants about the adverse effects of the treatment. **Ans. No**

Total – 40

Yes – 4

No – 36

Fig 22. Utility Staff Response for Q8



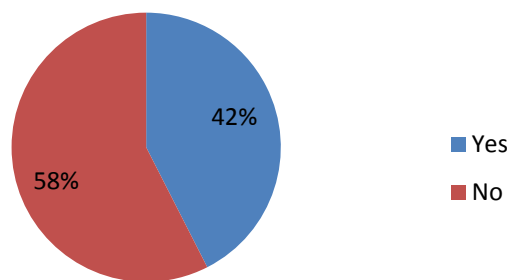
Q8. Should patient hide their family medical history from the doctor? **Ans. No**

Total – **40**

Yes – **16**

No – **24**

Fig 23. Utility Staff Response for Q11



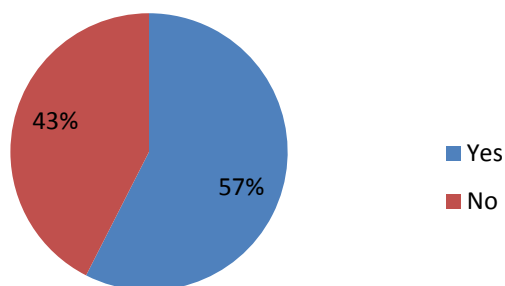
Q11. The treating doctor shall discuss all the available options of treatment and allow the patient/family to make an informed choice. **Ans. Yes**

Total – **40**

Yes – **17**

No – **23**

Fig 24. Utility Staff Response for Q12



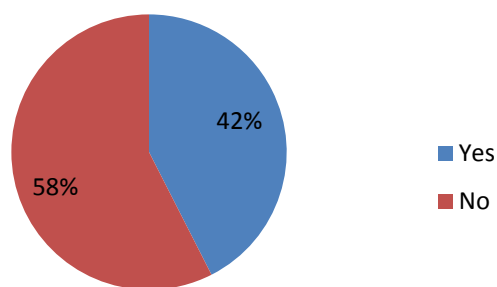
Q12. Patient does not have a right to refuse the treatment. **Ans. No**

Total – **40**

Yes – **23**

No – **17**

Fig 25. Utility Staff Response for Q13



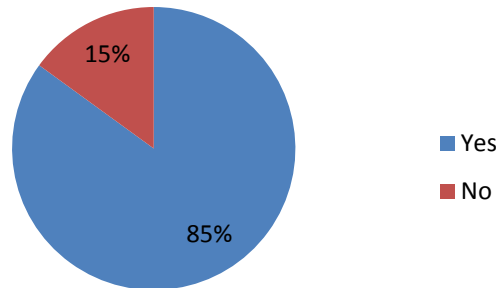
Q13. Patient & families have a right to information about their healthcare needs in the language that is understood by the patient/family. **Ans. Yes**

Total – **40**

Yes – **17**

No – **23**

Fig 26. Utility Staff Response for Q14



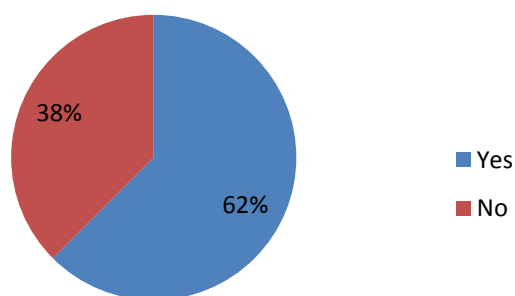
Q14. The organisation should have a complaint redressal procedure for patients. **Ans. Yes**

Total – 40

Yes – 34

No – 6

Fig 27. Utility Staff Response for Q15



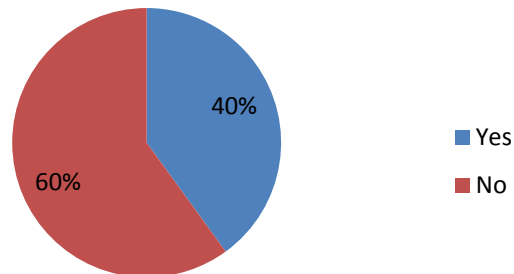
Q15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs. **Ans. Yes**

Total – 40

Yes – 25

No – 15

Fig 28. Utility Staff Response for Q17



Q17. As per the patient rights, blood transfusion does not require an informed consent.

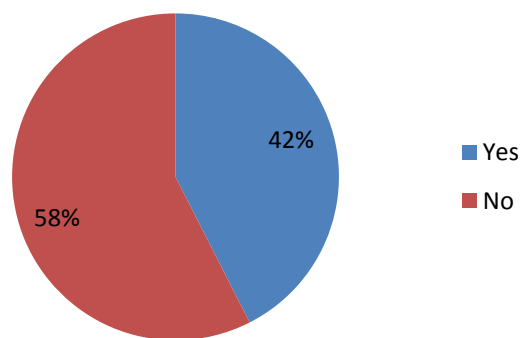
Ans. No

Total – 40

Yes – 16

No – 24

Fig 29. Utility Staff Response for Q20

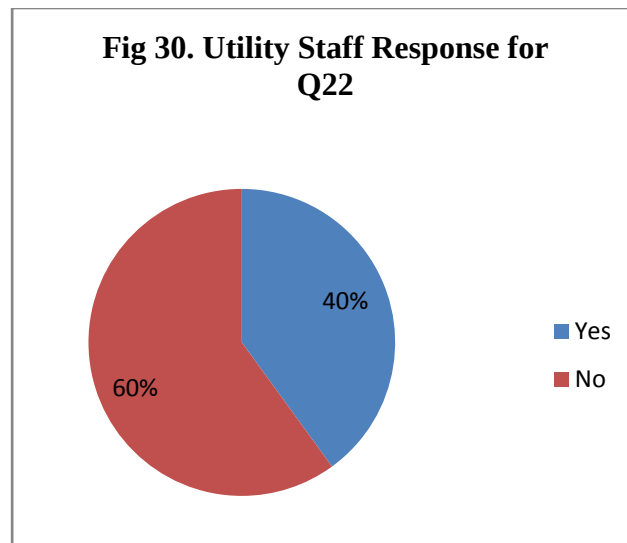


Q20. Patients have a right to be educated about the safe use of medicines and their potential side effects. **Ans. Yes**

Total – 40

Yes – 17

No – 23

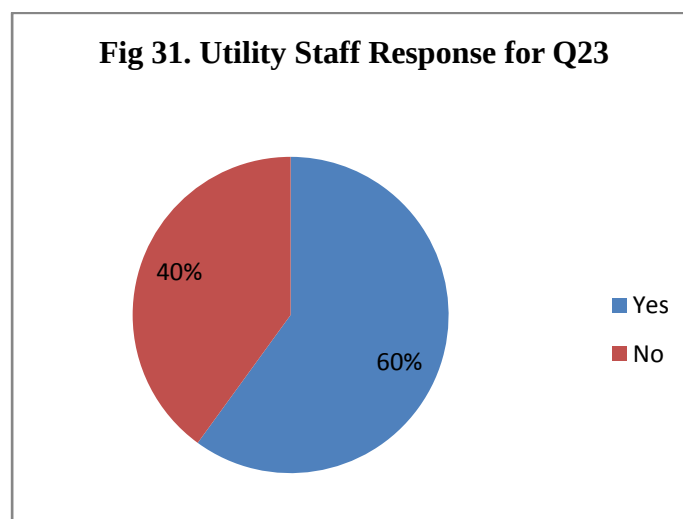


Q22. The patient/ family are responsible for the safety of their own valuables. **Ans. Yes**

Total – **40**

Yes – **16**

No – **24**



Q23. The patient should not provide the information about allergies and past medical history to the healthcare provider. **Ans. No**

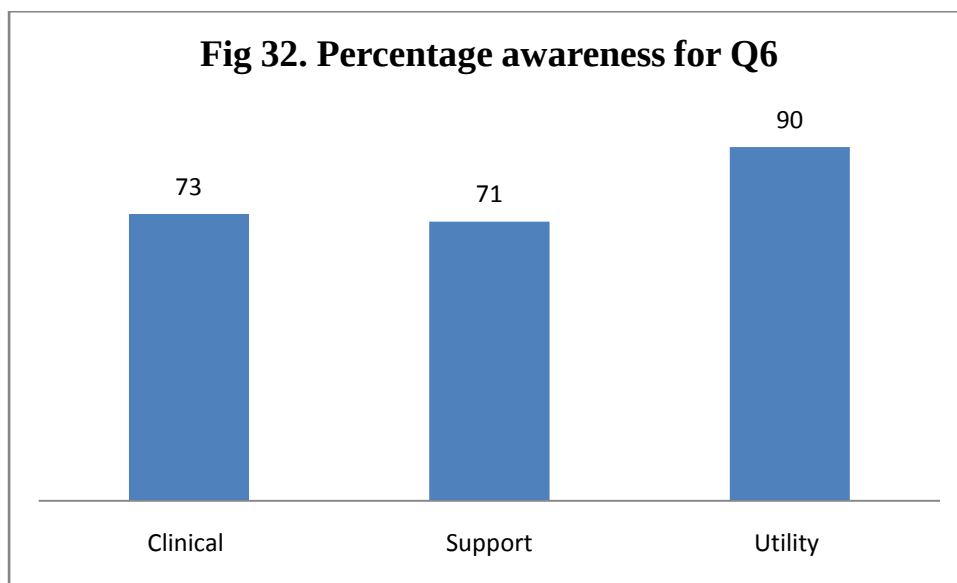
Total – **40**

Yes – **24**

No – **16**

RESULTS

It was observed that almost all the staff members have received the training about patient rights and responsibilities except some doctors. But some of the staff members are still unaware of certain rights and responsibilities of the patients. There are certain common issues in which awareness levels vary amongst all categories of staff.



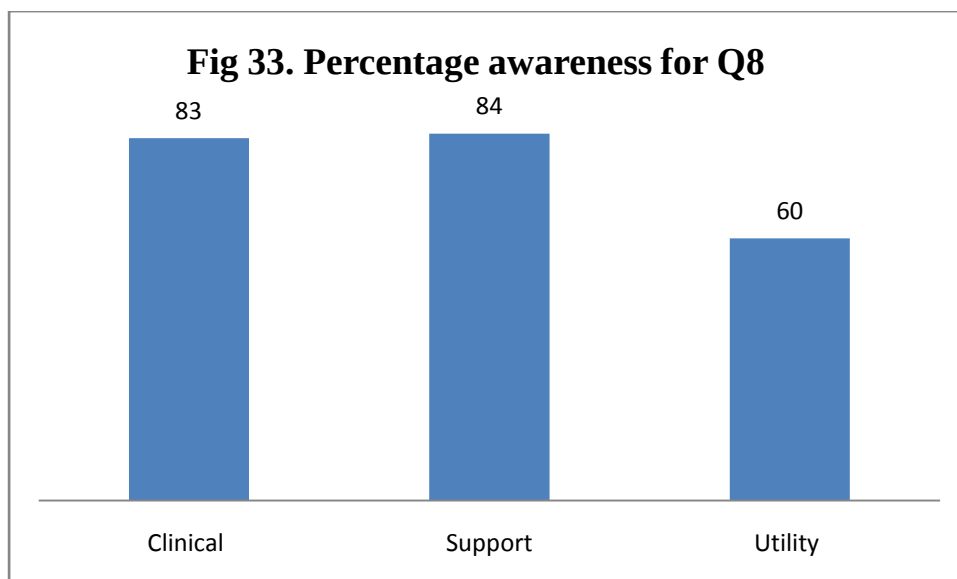
Q6. Regarding the medical condition of the patient, the doctor can decide not to inform him/her or the attendants about the adverse effects of the treatment. **Ans. No**

Clinical – **73%**

Support – **71%**

Utility – **90%**

It was observed that according to the graph, the clinical and support staff was less aware about patient's right to know the adverse effects of a treatment.



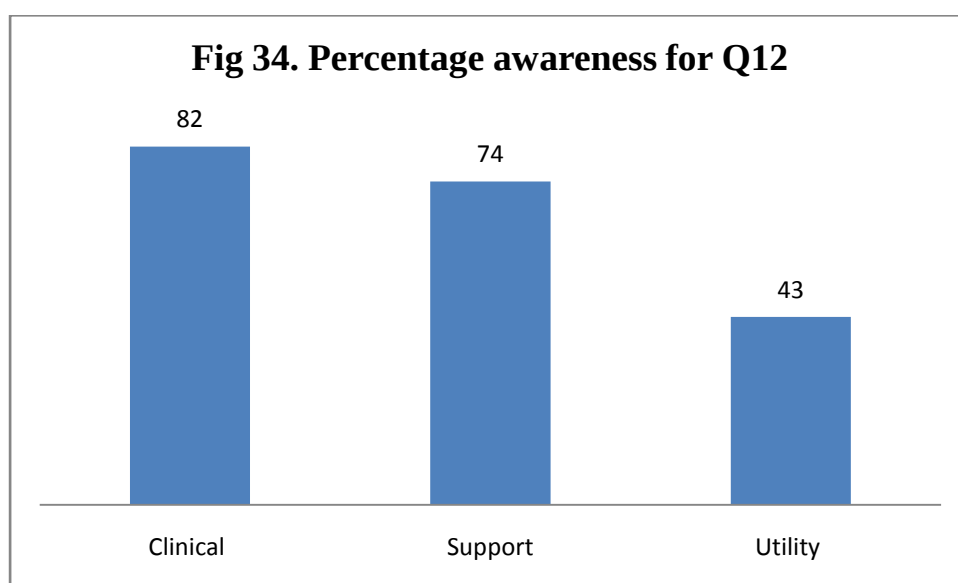
Q8. Should patient hide their family medical history from the doctor? **Ans. No**

Clinical – **83%**

Support – **84%**

Utility – **60%**

It was observed that the utility staff was least aware about patient's responsibility to tell the family medical history to the doctor.



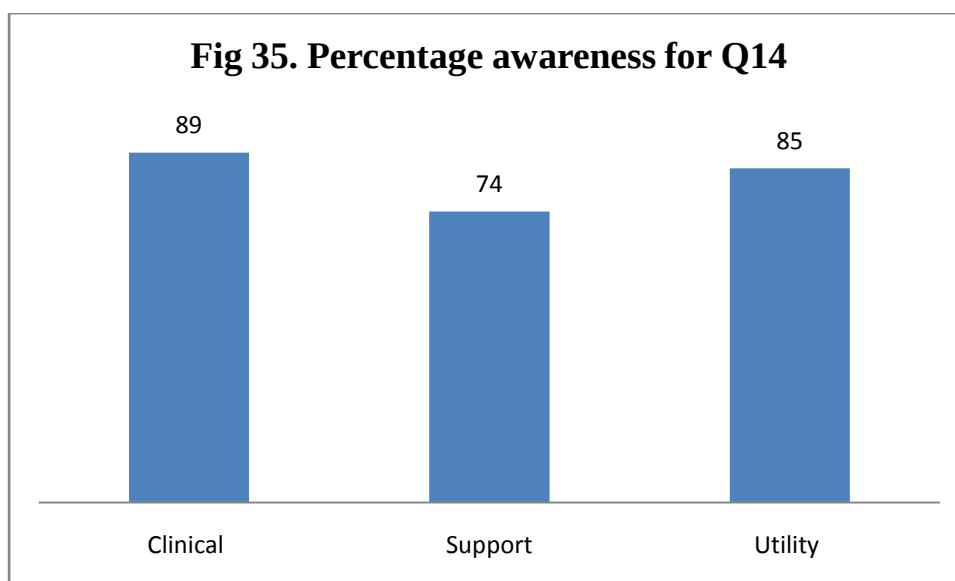
Q12. Patient does not have a right to refuse the treatment. **Ans. No**

Clinical – **82%**

Support – **74%**

Utility – **43%**

The above graph reveals that the Utility staff was least aware about patient's right to refuse the treatment and more than 80% clinical staff was well aware of it.



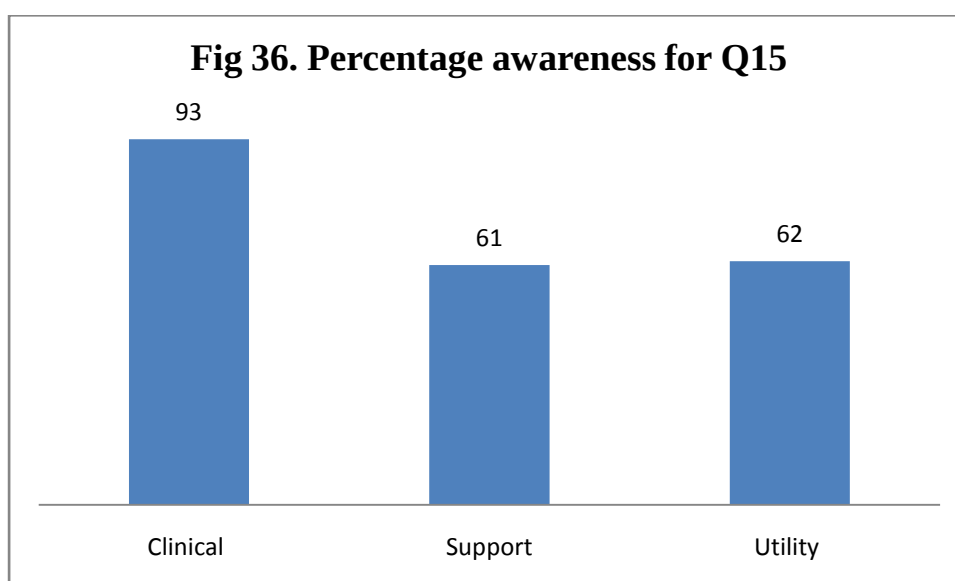
Q14. The organisation should have a complaint redressal procedure for patients. **Ans. Yes**

Clinical – **89%**

Support – **74%**

Utility – **85%**

The above graph shows that the support staff has the least knowledge about complaint redressal procedure for patients whereas clinical and utility staff were almost equally aware.



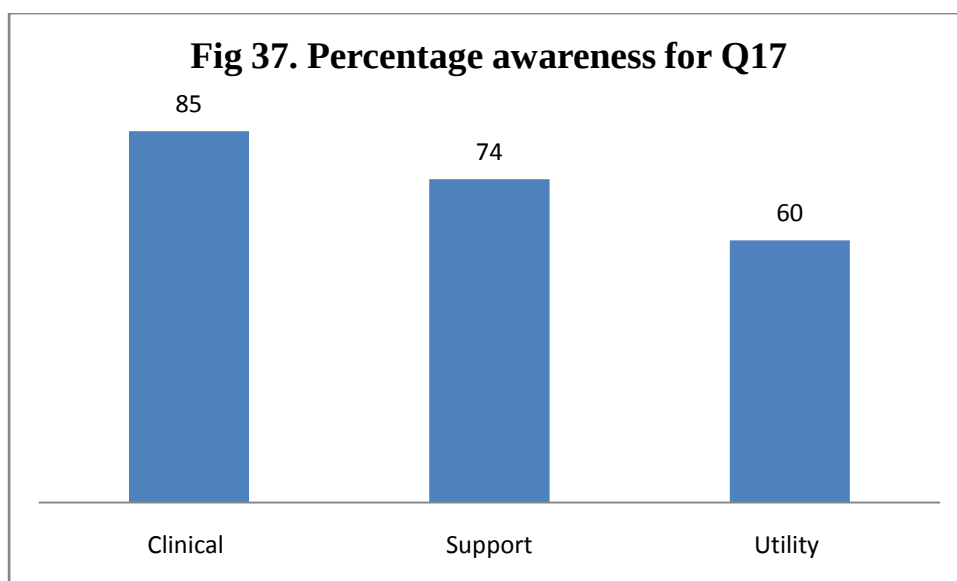
Q15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs. **Ans. Yes**

Clinical – **93%**

Support – **61%**

Utility – **62%**

The Support and Utility staff had very little knowledge about respecting patient's/ family's special, cultural and spiritual needs whereas more than 90 percent clinical staff knew about it.



Q17. As per the patient rights, blood transfusion does not require an informed consent.

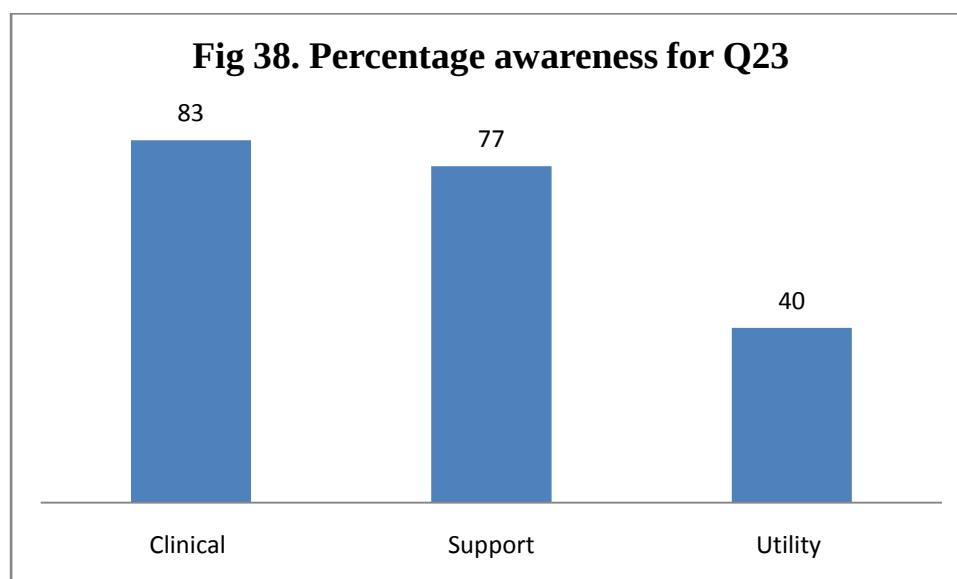
Ans. No

Clinical – **85%**

Support – **74%**

Utility – **60%**

It was observed that the Utility staff was least aware about the requirement of informed consent for blood transfusion followed by support staff.



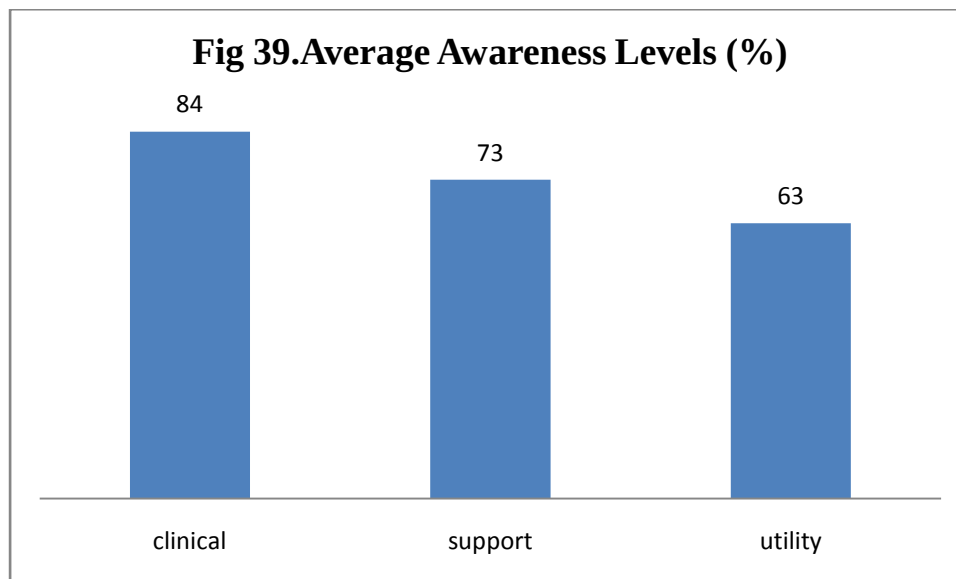
Q23. The patient should not provide the information about allergies and past medical history to the healthcare provider. **Ans. No**

Clinical – **83%**

Support – **77%**

Utility – **40%**

As per the graph, the Utility staff had least awareness about patient's responsibility to provide information about his/her past medical history and allergies to the healthcare provider.



Clinical – **84%**

Support – **73%**

Utility – **63%**

The average awareness level was found to be least in the utility staff, followed by support staff and highest in the clinical staff.

CONCLUSION

After analyzing answers of all questions by staff of all the three categories, it was observed that the utility staff had least knowledge about the patient rights and responsibilities followed by support staff. Whereas, the staff involved in direct patient care i.e. the clinical staff was aware of almost all the rights and responsibilities of the patient as per NABH Standards. The reason for least awareness amongst utility staff may be low literacy level and no direct involvement in patient care. Whereas, the higher awareness levels in clinical staff may also be due to their prior knowledge about patient rights and responsibilities as part of their curriculum.

RECOMMENDATIONS

- The number of trainings about patient rights and responsibilities can be increased from twice to 4 times in a year i.e. quarterly.
- The training can be provided on the basis of patient care access hence the training pattern can differ for each category.

- While training, stress can be laid on those rights and responsibilities where gaps are observed.
- Quarterly assessment should be done and checked department wise for awareness levels.
- Pre and post training assessment forms can be designed and implemented for training evaluation, so that changes can be made in the training pattern accordingly.
- Special emphasis should be laid on training of utility staff keeping in view their low awareness and low literacy levels.

RESOURCES

NABH Journal, Chapter 4, Patient's Rights and Responsibilities

Global Hospital – Policy on Training about Patient's Rights and Responsibilities.

ANNEXURE

Staff Awareness Assessment Form for Patient's Rights and Responsibilities

Name

Designation

Employee ID

Department

1. Have you received any training in the hospital about patient rights and responsibilities?
a) Yes b) No
2. The patient rights and responsibilities should be displayed in the public areas of the hospital.
a) Yes b) No
3. Training programmes should be conducted to create awareness among the staff about patient rights and responsibilities periodically.
a) Yes b) No
4. Right to privacy is one of the patient rights.
a) Yes b) No
5. The patient/attendant should be informed about their treatment plan and cost of treatment before the treatment.
a) Yes b) No
6. Regarding the medical condition of the patient, the doctor can decide not to inform him/ her or the attendants about the adverse effects of the treatment.
a) Yes b) No
7. The patient has a right to complain to higher authorities in case of any misbehaviour or ill-treatment by hospital staff.
a) Yes b) No

8. Should patient hide their family medical history from the doctor?
a) Yes b) No
9. Is it the patient's responsibility to make all payments timely for medications and uninterrupted treatment?
a) Yes b) No
10. Is it the patient's responsibility to be polite and respectful to all categories of staff in the hospital?
a) Yes b) No
11. The treating doctor shall discuss all the available options of treatment and allow the patient/family to make an informed choice.
a) Yes b) No
12. Patient does not have a right to refuse the treatment.
a) Yes b) No
13. Patient & families have a right to information about their healthcare needs in the language that is understood by the patient/family.
a) Yes b) No
14. The organization should have a complaint redressal procedure for patients.
a) Yes b) No
15. As per the NABH Charter, patient and family rights include respecting any special preferences, spiritual and cultural needs.
a) Yes b) No
16. Patient rights also include right to confidentiality.
a) Yes b) No
17. As per the patient rights, blood transfusion does not require an informed consent.
a) Yes b) No

18. The patient/ family members should be informed about the results of diagnostic tests and modification of care plan.
a) Yes b) No
19. Informed consent includes information regarding procedure, risks and benefits.
a) Yes b) No
20. Patients have a right to be educated about the safe use of medicines and their potential side effects.
a) Yes b) No
21. When patients are shifted from one setting to other (eg. ICU to ward or Private room) they/attendant should be informed about the financial implications before shifting.
a) Yes b) No
22. The patient/ family are responsible for the safety of their own valuables.
a) Yes b) No
23. The patient should not provide the information about allergies and past medical history to the healthcare provider.
a) Yes b) No
24. The patient should hide their contact details if they don't want to disclose.
a) Yes b) No
25. The patient has a right to access his/her clinical records with proper permission obtained from management.
a) Yes b) No