



<input type="checkbox"/> ADMINISTRATE POLICY & PROCEDURE (APP)		<input type="checkbox"/> INSTITUTIONAL POLICY & PROCEDURE (IPP) <input type="checkbox"/> INTERDEPARTMENTAL <input type="checkbox"/> INTERNAL	
TITLE		POLICY NUMBER/V#	
Patient and Family Rights and Responsibilities		MMC – ADM – 10 (01)	
INITIATED DATE	EFFECTIVE DATE	REVISED DATE	
02/08/2025	01/09/2025	01/08/2028	
REPLACES NUMBER		NO. OF PAGES	
N/A		06	
APPLIES TO		RESPONSIBILITY	
All Admin workers		Quality and patient safety	

1. PURPOSE:

- 1.1 To establish the procedure for educating all the patients and their families about their rights and responsibilities toward the center.
- 1.2 To ensure that all patients get equal and fair treatment like any other patient regardless of age, race, gender, religion and disability at all times and under all conditions.
- 1.3 To defend and promote "The Rights and Responsibilities of the Patients".
- 1.4 To ensure protection of all staff and make available written copies of these rights to the patients or his/her parent or legally designated representatives and to the public.
- 1.5 To establish and maintain an environment that enhances the positive self-image of the patient and preserves human dignity.
- 1.6 To educate all the staff about Patients' Rights and Responsibilities.

2. DEFINITION:

- 2.1 **Next of kin:** is the first-degree family members.
- 2.2 **Relative:** is the second-degree patient relative.
- 2.3 **Under age patient:** who is not legally to undergo (procedure, surgery, sign consent, etc.) without approval from next of kin, as MOH laws and regulations approval taken



from the father or any family member related to the father side in case the father not available based on KSA laws and regulations.

3. POLICY:

3.1 The center leaders shall develop and maintain a patient rights and responsibilities statement and develop processes that support their implementation.

3.2 The leaders shall ensure that patient rights and responsibilities are available to patients and families and ensure patients are informed about their rights and responsibilities in a manner they can understand.

3.3 The leaders shall ensure that patients' dignity, privacy and confidentiality are respected.

3.4 The leaders shall ensure that staff are provided training and education on patient and family rights and responsibilities including the following:

3.4.1 Patients/families have the right to access care.

3.4.2 Patients/families have the right to be treated with respect, dignity, and respecting their values and beliefs.

3.4.3 Patients/families have the right to security and confidentiality of their medical record and health information.

3.4.4 Patients/families have the right to be informed of their illness, the cost incurred, and the proposed treatment and its prognosis in a manner and language they understand.

3.4.5 Patients/families have the right to be involved in the decision making of their care plans.

3.4.6 Patients/families have the right to professional assessment and management of pain.

3.4.7 Patients/families have the right to refuse or discontinue treatment or ask for a second opinion without fearing that their care may be compromised

3.4.8 Patients/families have the right to request a detailed medical report to be presented to other centers and sick leave notification for regulatory purposes.

3.4.9 Patients have the right to voice their complaints and concerns as per complaint policy.

3.5 This information shall be discussed with the patient himself/herself, or his next of kin/his relative in case of being under age.

3.6 Patient rights and responsibilities brochures are distributed in every patient's room in the waiting areas of the center in addition to being displayed in the entrance.



4. PROCEDURE:

4.1 Patient Rights:

4.1.1 **Identification of Healthcare Provider:** The patient has the right to:

4.1.1.1 Know all the professional details related to the health care provider who is primarily responsible for his/her care.

4.1.1.2 Know the identity of individuals authorized to perform procedures and treatment on him/her.

4.1.2 **Access to care and involvement in care planning and decision-making.** The leaders will ensure that patients/families have the right to be involved in their own care and treatment. The patient has the right to:

4.1.2.1 Be offered equal treatment to patients like any other patient. Be accorded impartial access to treatment appropriate to his/her requests and needs for the treatment or service that are within the department/facility's capacity, availability regardless of age, race, belief, sex, nationality, religion, disability.

4.1.2.2 Be informed about the proposed treatment that is indicated for his/her medical condition and its prognosis.

4.1.2.3 Be informed about alternative sources of care if the center is unable to provide the care he needs.

4.1.2.4 Request that the responsibility for his care be transferred to another physician, if he does not wish to remain under the care of his current physician.

4.1.2.5 Request a second opinion from another physician.

4.1.2.6 Provided with information about how to access care and treatment from specialist services available at the center.

4.1.2.7 Have the same high standard of care as all other patients and to have that care delivered with courtesy and consideration.

4.1.2.8 Be told of the expected cost of any recommended treatment.

4.1.2.9 Be informed truthfully of the reasons for transferring him to another facility before being transferred and to expect that necessary information about his care and treatment will be shared with the facility to which he is being transferred.

4.1.2.10 Ask for a detailed medical report from his care provider and sick leave if needed.

4.1.3 **Treated with respect, dignity, and respecting their values and beliefs:** Every individual whether adult, adolescent or newborn has the right to considerate, respectful care at all times and under all circumstances with recognition of his/her personal dignity, spiritual and cultural variables that influence the perceptions of illness.



4.1.4 Security, Privacy and confidentiality: The patient has the right to:

- 4.1.4.1 Refuse to talk to or see anyone not officially not connected with his care and treatment (with the exception of Saudi Arabia Government officials acting in their capabilities).
- 4.1.4.2 Expect that his/her health records and all communications about his/her care will be treated as confidential.
- 4.1.4.3 Be examined and interviewed in surroundings designed to provide reasonable visual and auditory privacy.
- 4.1.4.4 Not to remain disrobed for longer than is necessary for examination and/or treatment.
- 4.1.4.5 Expect that any discussion or consultation about his care will be conducted discretely and that individuals who are not involved in his care will not be present without his permission.
- 4.1.4.6 Expect that people not involved in his care and treatment will not be present during examination or treatment, unless he gives permission.
- 4.1.4.7 Expect that the center will take reasonable steps to ensure that the facility to which he is being transferred can meet his continuing care needs.
- 4.1.4.8 Be informed of any continuing health care requirements following his visit.
- 4.1.4.9 Request a transfer to another treatment room if another patient or visitor is unreasonably disturbing him/her.
- 4.1.4.10 Be placed in protective privacy when considered necessary for personal safety.

4.1.5 Refusing treatment:

- 4.1.5.1 To refuse treatment and procedures, the patient will be informed by his/her physician of any risks he/she may be incurring if he/she refuses such treatment or procedures.
- 4.1.5.2 To tell his/her physician, in confidence, of his/her wishes regarding the use of or withholding of, aggressive or invasive treatment.

4.1.6 Complaints:

- 4.1.6.1 Patients have the right to voice complaints as per patient complaint policy and procedure.

4.1.7 Accurate billing for provided services:

- 4.1.7.1 The price list for services must be available and provided to patients and their sponsors.
- 4.1.7.2 The patients and families have the right to receive an initial estimated cost of required services.
- 4.1.7.3 The patients and families have the right to obtain an invoice for services rendered.



4.1.7.4 Regardless of the source of the payment, for the individual's care, the patient or his/her parent or legal designated representative has right to request and receive itemized and detailed explanation of his/her total bill for the services rendered in the center.

4.1.7.5 Also, the patient, he/she has the right to timely notice prior to termination of his/her eligibility for reimbursement by any third-party payer for the cost of his/her care.

4.1.8 Pain Management:

4.1.8.1 The patient has the right to be appropriately assessed and managed for his/her pain throughout his/her care.

4.1.8.2 The patient has the right to be educated and have information about pain, pain relief measures and available options.

4.1.8.3 The patient has the right to have staff committed to pain prevention and management.

4.1.8.4 The patient has the right to be believed in reporting pain.

4.1.8.5 The staff understand and deal with the personal, cultural and societal influences on the patient's experience with pain.

4.2 Patient Responsibilities:

Patient and families have the responsibilities of:

4.2.1 Respecting and abiding by the center policies and procedures such as infection control policies, no smoking policy, safety policies,

4.2.2 Providing, to the best of their knowledge, accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.

4.2.3 Answering fully the questions of the health care team and make sure that he/she is understanding the medical and clinical information given to him/her.

4.2.4 Following the treatment plan recommended by those responsible for their care to the best of their ability. This may include following the instructions of the nurses and healthcare professionals as they carry out the coordinated plan of care implement the responsible practitioner's orders. The practitioner will make every effort to adapt the plan to the specific needs and limitations of the patient.

4.2.5 Reporting pain to their treating physicians and nurses, discussing relief options to develop pain management plans, telling the treating physician or nurses if their pain is not relieved and reporting any concerns, they may have about taking pain medications.

4.2.6 Accepting the consequences of refusing treatment or not following the health care team's instructions.



- 4.2.7 Following the clinic rules and regulations. The patients are responsible for keeping appointments and, when he/she is unable to do so for any reason, They Should notify the treating physician or the clinic nurse.
- 4.2.8 Ensuring that their bills are paid as promptly as possible, following the clinic rules and regulations.
- 4.2.9 Respecting staff and other patients and visitors, being considerate of other patients by observing their right to privacy, limiting visitors in their room and maintaining a quiet atmosphere (telephone, televisions, radios and lights should be used in a manner agreeable to other).
- 4.2.10 Protecting and respecting the center's properties.
- 4.2.11 Taking reasonable care of their own valuables and other possessions if they keep them within their reach.

5. RESOURCES:

5.1 N/A

6. CROSS REFERENCE:

6.1 Patient Complaint Policy

7. REFERENCES:

- 7.1 CBAHI National Standards for Ambulatory Care Centers, Effective Jan,2020.
- 7.2 The Joint Commission International (JCI), 7th Edition, Effective Jan 2021.

8. FORMS & ATTACHMENT:

8.1 Patient Rights and Responsibilities.

9. Approved:

PROVALS & REVIEWS::			
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