

THE REALIZATION OF PATIENTS` RIGHTS IN THE HOSPITAL

Contents

European Charter of Patients' Rights [1]

1. Right to preventive measures
2. Right of access
3. Right to information
4. Right to consent
5. Right to free choice
6. Right to privacy and confidentiality
7. Right to respect of patients` time
8. Right to the observance of quality standards
9. Right to safety
10. Right to innovation
11. Right to avoid unnecessary suffering and pain
12. Right to personalized treatment
13. Right to complain
14. Right to compensation

Footnotes

1. Right to preventive measures

Every individual has the right to a proper service in order to prevent illness. [1]

If you can set priorities for preventive actions, the most valuable is the preventive measures taken at the child's age. All preventive measures taken at the child's age is an investment in the health throughout life.

For many chronic patients our specialists offer and provide the process of dynamic monitoring that allows to estimate the passage of the disease in the long period of time and, if necessary, to assign the necessary preventive action.

2. Right of access

Every individual has the right of access to the health services that his or her health needs require. The health services must guarantee equal access to everyone, without discriminating on the basis of financial resources, place of residence, kind of illness or time of access to services. [1]

Patients of our hospital have the opportunity to receive state funded highest-level health care services in a planned way, but if the patient's health condition does not allow waiting in line, these services are provided in a hospital urgently.

3. Right to information

Every individual has the right to access to all information regarding their state of health, the health services and how to use them, and all that scientific research and technological innovation makes available. [1]

In our hospital are realized patients' rights, stipulated in the Law of the patients' rights, to receive the information about the medical services provided to the patient and to receive reasons for the termination after the end of the treatment (e.g. at discharge the hospital), also results of all diagnostic examinations, instructions and recommendations for the future treatment and social services and, if it is necessary because of the health state of the patient, to get a referral to another hospital for the further treatment. In our hospital are realized the patient's rights for information about the medical services provided to the patient after the end of treatment or some of its stages.

The hospitals' specialists provides explanatory information to every patient of his representative about the patient's health status, options and methods of the treatment, as well as alternative treatment options. The doctor will also provide information about the possible treatment process and the risks of abandonment of the treatment. Nurses always explain the procedures and the manipulations that were provided to the patient.

4. Right to consent

Every individual has the right of access to all information that might enable him or her to participate actively in the decisions regarding his or her health; this information is a prerequisite for any procedure and treatment, including the participation in scientific research. [1]

In the hospital is set a practice and internal procedure of the informed consent of a patient. Health care providers and professionals of our hospital gives the patient or legal representative all information relative to a treatment, to enable the patient to participate actively in the therapeutic choices regarding his or her state of health. A patient has the right to refuse a treatment or a medical intervention and to change his or her mind during the treatment, refusing its continuation.

(attēls)

Information about health status
Information about treatment process
Information about risks
Information about alternatives
Decision

5. Right to free choice

Each individual has the right to freely choose from among different treatment procedures and providers on the basis of adequate information. [1]

The National Health Service provides information about all Latvian medical institutions, where the customer can turn to get state-funded health care services. If the customer chooses our hospital, we offer a wide range of services that can be received in the consultative clinic, the hospital or the day-care, as well as in the emergency and observation department.

Patients / patients' legal representatives are free to choose a doctor for outpatient assistance. In the case of the inpatient treatment the head of the department usually choose the treating physician, but, if there are objective reasons for the need, in stationary phase may be carried out the replacement of the treating physician.

6. Right to privacy and confidentiality

Every individual has the right to the confidentiality of personal information, including information regarding his or her state of health and potential diagnostic or therapeutic procedures, as well as the protection of his or her privacy during the performance of diagnostic exams, specialist visits, and medical/surgical treatments in general. [1]

The protection of children`s personal data has received considerable attention in the Latvian legislation. In our hospital are developed requirements that defines in detail the actions of personnel, quality requirements for medical records and their protection, as well as requirements for information systems in accordance with the principles and requirements of the protection of personal data.

In the hospital, there are regular monitoring of these requirements to monitor their execution.

In addition, the Health Inspectorate regularly monitors the compliance with the mandatory requirements in our hospital.

7. Right to respect of patients` time

Each individual has the right to receive necessary treatment within a swift and predetermined period of time. This right applies at each phase of the treatment. [1]

All services, except the emergency medical care services, are provided by a prior arrangement. We are developing our call center activities, provide information about services and doctors' reception hours at www.bkus.lv website, as well as at receptions in all enclosures of the hospital.

Our hospital provides state funded services to patients - children. Unfortunately, there are situations when long queues are formed for receiving state-paid services. If the patient's state of health does not permit waiting in line, medical services are provided in hospital immediately. In addition to state-paid services, the hospital also provides services, which the customer can pay with his own resources.

8. Right to the observance of quality standards

Each individual has the right of access to high quality health services on the basis of the specification and observance of precise standards.[1]

In our hospital operates an integrated Quality management system and Patient safety. For the development of this system of the hospital uses international and Latvian standards, as well as obligatory in Latvia requirements for the quality of health care.

The main standards by which we form and improve our system - is international standard for hospitals and the control of infections; international, European and Latvian standard for medical laboratories - ISO 15189; standard for quality and safety of the blood cabinet functioning and requirements for the quality assurance of radiation safety.

We are monitoring the compliance with the requirements of our system regularly by carrying out internal audits and self-assessments, as well as we are controlled by the Health Inspectorate - supervises and performs certification audits, State Agency of Medicines, LATAK - monitors and carries out audits of certification, Radiation Safety Centre - checks the safety of irradiation facilities.

9. Right to safety

Each individual has the right to be free from harm caused by the poor functioning of health services, medical malpractice and errors, and the right of access to health services and treatments that meet high safety standards.[1]

In our hospital we developed the Patient safety system. The system is based on the international standards, guidelines and recommendations of the World Health Organization.

Patient safety system consists of two directions: preventive - prophylactic activities for the purposes of risks reduction and corrective activities that helps to eliminate the causes of risks, based on the findings of adverse events analysis. Corrective and preventive activities are based on the voluntary internal reporting system.

Patient safety also depends on the environment security, so we pay the special attention for fire protection, technical safety, hygiene, disinfection, sterilization process and electrical safety.

Risk management is a tool and a method by which we develop a quality management and patient safety systems.

10. Right to innovation

Each individual has the right of access to innovative procedures, including diagnostic procedures, according to international standards and independently of economic or financial considerations. [1]

"The Children's Clinical University Hospital" - is the largest in Latvia multiprofile medical institution of children's health care with its own scientific base and traditions.

The hospital operating and development principle is an innovative technology research, a development of innovations and an implementation in practice.

Our hospital's annual activity report, which we publish www.bkus.lv, contains detailed information for our customers about our experts participation in promoting innovations and implementation in practice, as well as contribution to the development of science.

11. Right to avoid unnecessary suffering and pain

Each individual has the right to avoid as much suffering and pain as possible, in each phase of his or her illness.[1]

Unfortunately, the disease is often associated with pain. Every time preparing for manipulation, the doctor will carefully assess the cause for potentially painful manipulations or an exam appointment. All invasive manipulations in children are carried out in the local or general anesthesia. The doctor always is looking for a less painful solution.

The hospital has been created the pain department, whose professionals are targeted in looking for and providing the better solutions for the treatment of pain in patients after injuries, surgical operations, as well as pain in connection with the procedures and basic diseases.

In the hospital also operates doctors Clowns, who brings to small patients the positive emotions about the time spent in the hospital, with an emphasis on the effective mutual cooperation of doctors, nurses and clowns. Doctors Clowns therapy is used in children who requires a long-term treatment and that is why they experiences a psychological discomfort, that often remains even after the end of treatment. Game, communication and laughter returns children to their normal world, even in a hospital setting.

12. Right to personalized treatment

Each individual has the right to diagnostic or therapeutic programs tailored as much as possible to his or her personal needs. [1]

For each patient we are able to offer the treatment best suitable directly for him. In our hospital there are the most comprehensive consultative, treatment, diagnostic, care and social services in Latvia, which is offered to children from all Latvian cities and regions, as well as for patients from other countries.

Only in polyclinic there are provided advisory services of doctors and specialists in 30 specialties - children's surgeons, neurosurgeons, gynecologists, orthopedists, traumatologists, cardiac surgeons, allergologists, endocrinologists, gastroenterologists, haematooncologists, infectologists / hepatologists, immunologists, nephrologists, rheumatologists, pediatricians, cardiologists, neurologists, neonatologists, otorhinolaryngologists, ophthalmologists, dermatologists, speech therapists, rehabilitation doctors, psychiatrists, anesthetists, physiotherapists, geneticists, nutritionists, etc.

In the hospital there is the widest in Latvia range of diagnostic services: of laboratory, radiological, endoscopic, electrophysiological and other examinations. The hospital performs diagnostic investigations including complicated cases that are prerequisites for the determination of the patient`s treatment program.

The consideration of the alternative treatment options in collaboration and communication with the customer is one of principles of "Patient's informed consent" process of our hospital.

Our medical institution is the university hospital. Our clinics` doctors and nurses are the best specialists in Latvia, who in parallel with treatment process are engaged in scientific and pedagogical work to develop the innovative treatment and care technologies, as well as putting them into practice.

In the hospital is available a range of services that we offer to adult patients (over 18 years).

13. Right to complain

Each individual has the right to complain whenever he or she has suffered a harm and the right to receive a response or other feedback. [1]

We do not want to give a rise to complaints about our work and its results, but we are grateful for every complaint, suggestion, remark, because the customer's perspective helps us to introduce improvements and to reduce customers` dissatisfaction risk.

According to the hospital`s internal procedures, we record, analyze and send the answers for all written complaints in all cases where the contact information is disclosed. Oral complaints, in accordance with our policies and procedures, we always offer to draw up in writing to avoid misunderstandings and incorrect interpretation of the complaint facts.

Information about suggestions and filing complaints is posted on our website www.bkus.lv.

There is an opportunity to make a complaint in person, by mail, by e-mail and through our website www.bkus.lv.

We are aware that the customer always has the opportunity to address a complaint to the Health Inspectorate, so we pay a close attention to the handling of complaints and solving problems on the spot.

(attēls)

Complaints:

- By e-mail to info@bkus.lv
- By mail to the hospital
- Written complaint in person
- By e-mail to the hospital employee
- By mail to the hospital employee
- By filing the form at www.bkus.lv

14. Right to compensation

Each individual has the right to receive sufficient compensation within a reasonably short time whenever he or she has suffered physical or moral and psychological harm caused by a health service treatment. [1]

In Latvia on October 25, 2013 was launched The treatment risk fund, on November 23, 2013 - the Cabinet of Ministers` regulations no. 1268 "The treatment risk fund provisions". From May 1, 2014 was started granting indemnity for the damage caused to patients after the October 25, 2013.

Our policy and strategy is focused on the prevention of situations when our clients are going to have to meet with health damage in the treatment process of, but we perceive the patient's right - the opportunity to request and receive a refund - with an understanding and respect.

Footnotes

1. The European Charter of Patients' Rights;
2. State Ltd. "Children's Clinical University Hospital" internal documentation;
3. Picture 6: internet resource www.google.lv as on June 27, 2014;
https://www.google.lv/search?q=inform%C4%93t%C4%81+piekri%C5%A1ana&tbm=isch&ei=fQOrU-nxPMLg4QSsq4DABw#q=medical+records&tbm=isch&facrc=_&imgdii=CuHX9QAfU6SPrM%3A%3BmVUHU7zHxFrnmM%3BCuHX9QAfU6SPrM%3A&imgrc=CuHX9QAfU6SPrM%253A%3BS7a2sddrcfVamM%3Bhttp%253A%252F%252Fwww.isausa.com%252Fimg%252Fmedical-records.jpg%3Bhttp%253A%252F%252Fwww.isausa.com%252Fspecialty-lines.asp%3B325%3B388