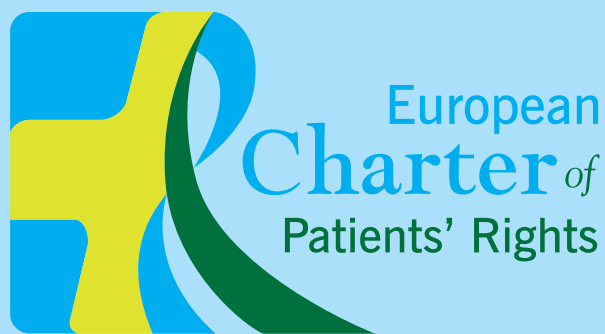


European Charter of Patients' Rights



1 Right to preventive measures

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

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.

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.

4 Right to consent

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

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.

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.

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.

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.

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.

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.

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.

12 Right to personalized treatment

Each individual has the right to diagnostic or therapeutic programmes tailored as much as possible to his or her personal needs.

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.

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.

⇒ Rights of active citizenship

The Charter sets forth 3 rights of active citizenship. They allow individuals and groups of organized citizens to promote and verify the implementation of patients' rights and as such, they are the necessary corollary of the Charter.

Right to perform general interest activities

Right to perform advocacy activities

Right to participate in policy-making in the area of health



PATIENTS' RIGHTS HAVE NO BORDERS

Iċ-Charter Ewropew tal-Pazjenti tad-Drittijiet



- 1 Dritt għal mizuri preventivi**
Kull individwu għandu dritt li jingħata servizz adekwat biex jiġi evitat xi mard.
- 2 Dritt għall-aċċess**
Kull individwu għandu dritt li jkollu aċċess għas-servizzi tas-saħħa li jkollu bżonn. Is-servizzi tas-saħħa għandhom jiżguraw aċċess indaqs għal kulhadd, mingħajr diskriminazzjoni minhabba meżzi finanzjarji, il-pajjiż fejn joqgħod l-individwu, il-marda li jkollu jew meta jagħmel użu mis-servizz.
- 3 Dritt għall-informazzjoni**
Kull individwu għandu dritt li jkollu aċċess għal kull informazzjoni dwar l-istat tas-saħħa tiegħu, dwar - servizzi tas-saħħa u kif juża dawn is-servizzi; kif wkoll żviluppi xjentifiċi u teknoloġiċi godda.
- 4 Dritt ta' kunsens**
Kull individwu għandu dritt għall-aċċess għal kull informazzjoni li tista' twasslu biex ikollu sehem attiv fid-deċizzjonijiet li jistgħu jittiehdu dwar saħħtu. Din l-informazzjoni għandha tingħata qabel tibda kwalunkwe proċedura jew kura, kif ukoll sehem f'riċerka xjentifika.
- 5 Dritt għall-għażla hielsa**
Kull individwu għandu dritt li, wara li tingħata informazzjoni xierqa, u jkun infurmat biżżejjed, ikun hieles li jagħzel minn fost diversi proċeduri u min iwettaq dawn il-proċeduri.
- 6 Dritt għall-privatezza u kunfidenzjalità**
Kull individwu għandu dritt għal kunfidenzjalità rigward informazzjoni personali, inkluż dik l-informazzjoni dwar l-istat ta' saħħtu kif ukoll dwar il-possibiltà ta' proċeduri djanjostici jew terapewtiċi. Kull persuna għandha dritt li jkollha l-privatezza protetta waqt it-tweqqieg ta' eżamijiet djanostici, viżti minn speċjalisti, kif ukoll waqt kura medika in ġenerali.
- 7 Dritt li jiġi rispettati il-hin tal-pazjenti**
Kull individwu għandu dritt li jingħata t-trattament ta' kura fl-iqsar żmien u f'perjodu ta' żmien miftiehem minn qabel. Dan id-dritt japplika għal kull fażi tal-kura.

8 Dritt għall-prattika li tilhaq livelli għolja ta' kwalità
Kull individwu għandu dritt għall-aċċess għal servizzi tas-saħħa ta' kwalità għolja, billi jkunu osservati kriterji speċifiċi u preċiżi.

9 Dritt għas-sigurtà
Kull individwu għandu dritt li ma jbatix danni li jkunu ikkawżati minn servizzi tas-saħħa mhux adegwati, jew minn prattiki mediċi hżiena jew żbaljati. Il-pazjent għandu jkollu servizzi tas-saħħa li jiżguraw livelli għoljin ta' sigurtà.

10 Dritt għal żviluppi godda
Kull individwu għandu dritt li jkollu aċċess għal proċeduri innovattivi, inklużi dawk djanjostici, skond livelli stabbiliti fuq livell internazzjonali, indipendentament minn meżzi ekonomiċi jew finanzjarji.

11 Dritt li jiġi evitat ugiegħ u tbatija bla bżonn
Kull individwu għandu dritt li ma jithallix ibati bla bżonn, f'kull fażi tal-marda tiegħu.

12 Dritt għal kura personalizzata
Kull individwu għandu dritt li jirċievi trattamenti djanostici u terapewtiċi kemm jista' jkun mfassla skond il-htigijiet personali tiegħu.

13 Dritt li jilmenta
Kull individwu għandu dritt li jagħmel ilment dwar xi danni li jkun sofra, u li jirċievi tweġiba u t-tagħrif kollu dwar l-ilment tiegħu.

14 Dritt għall-kumpens
Kull individwu għandu dritt li jirċievi kumpens xieraq fi żmien qasir kemm il-darba jsofri danni ta' natura fiżika, morali u psikoloġika li jirriżultaw minn xi kura li jkun ha mis-servizz tas-saħħa.

⇒ **Id-drittijiet għaċ-ċittadini attivi**
Iċ-'Charter' jipporvdi tlett drittijiet għaċ-ċittadini attivi – dawn jippermettu individwi u għaqdiet ta' ċittadini li jqajmu l-għarfien dwar id-drittijiet tal-pazjenti u li jaraw li verament jidhlu fis-seħħ.

Dritt li jorganizzaw attivitajiet ta' interess ġenerali.
Dritt li jorganizzaw attivitajiet biex jinfurmaw lill-pubbliku.
Dritt li jkollhom sehem fit-tfassil tal-politika dwar is-saħħa.

