

## **NATIONAL PATIENTS' RIGHTS CHARTER**

### **PREAMBLE**

The Department of Health, in consultation with various other bodies, developed a National

Patients' Rights Charter. The Medical and Dental Professions Board at the time also submitted

input into the different drafts that were circulated for comments.

The document contained herein was launched by the Minister of Health and agreed to by the

Board. It has since been included in the Board's *Handbook for Interns, Accredited facilities and*

*Health Authorities.*

The Board takes this opportunity to make the National Patients' Rights Charter available to all

practitioners provided for by the Board as part of its series of Booklets on Guidelines for Good

Practice in Medicine, Dentistry and Medical Sciences.

## **NATIONAL PATIENTS' RIGHTS CHARTER**

### **1 INTRODUCTION**

1.1 For many decades the vast majority of the South African population has experienced

either a denial or violation of fundamental human rights, including rights to health care

services.

1.2 To ensure the realisation of the right of access to health care services as guaranteed in

the *Constitution of the Republic of South Africa, 1996* (Act No. 109 of 1996), the

Department of Health is committed to upholding, promoting and protecting this right and,

therefore, proclaims this PATIENTS' RIGHTS CHARTER as a common standard for

achieving the realisation of this right.

## **2 PATIENTS' RIGHTS**

### **2.1 HEALTHY AND SAFE ENVIRONMENT**

Everyone has the right to a healthy and safe environment that will ensure their physical

and mental health or well-being, including adequate water supply, sanitation and waste

disposal, as well as protection from all forms of environmental danger, such as pollution,

ecological degradation or infection.

### **2.2 PARTICIPATION IN DECISION-MAKING**

Every citizen has the right to participate in the development of health policies, whereas

everyone has the right to participate in decision-making on matters affecting one's own

health.

### **2.3 ACCESS TO HEALTH CARE**

Everyone has the right to access to health care services that include -2

a. **receiving timely emergency care** at any health care facility that is open, regardless of one's ability to pay;

b. **treatment and rehabilitation** that must be made known to the patient to enable

the patient to understand such treatment or rehabilitation and the consequences

thereof;

c. **provision for special needs** in the case of newborn infants, children, pregnant

women, the aged, disabled persons, patients in pain, persons living with HIV or

AIDS patients;

d. **counselling** without discrimination, coercion or violence on matters such as

reproductive health, cancer or HIV/AIDS;

e. **palliative care** that is affordable and effective in cases of incurable or terminal

illness;

f. a **positive disposition** displayed by health care providers that demonstrates

courtesy, human dignity, patience, empathy and tolerance;

g. **health information** that includes information on the availability of health services

and how best to use such services, and such information shall be in the language

understood by the patient.

#### **2.4 KNOWLEDGE OF ONE'S HEALTH INSURANCE/MEDICAL AID SCHEME**

A member of a health insurance or medical aid scheme is entitled to information about

that health insurance or medical aid scheme and to challenge, where necessary, the

decision of such health insurance or medical aid scheme relating to the member.

#### **2.5 CHOICE OF HEALTH SERVICES**

Everyone has a right to choose a particular health care provider for services or a particular

health facility for treatment, provided that such choice shall not be contrary to the ethical

standards applicable to such health care provider or facility.

## **2.6 TREATED BY A NAMED HEALTH CARE PROVIDER**

Everyone has a right to know the person that is providing health care and, therefore, must

be attended to by only clearly identified health care providers.

## **2.7 CONFIDENTIALITY AND PRIVACY**

Information concerning one's health, including information concerning treatment may only

be disclosed with informed consent, except when required in terms of any law or any

order of court.

## **2.8 INFORMED CONSENT**

Everyone has the right to be given full and accurate information about the nature of one's

illnesses, diagnostic procedures, the proposed treatment and the costs involved.

## **2.9 REFUSAL OF TREATMENT**

A person may refuse treatment and such refusal shall be verbal or in writing, provided that

such refusal does not endanger the health of others. 3

## **2.10 A SECOND OPINION**

Everyone has the right on request to be referred for a second opinion to a health provider

of one's choice.

## **2.11 CONTINUITY OF CARE**

No one shall be abandoned by a health care professional who or a health facility which

initially took responsibility for one's health.

## **2.12 COMPLAINTS ABOUT HEALTH SERVICES**

Everyone has the right to complain about health care services, to have such complaints

investigated and to receive a full response on such investigation.

### **3 RESPONSIBILITIES OF THE PATIENT**

Every patient or client has the following responsibilities:

3.1 To take care of his or her own health.

3.2 To care for and protect the environment.

3.3 To respect the rights of other patients and health care providers.

3.4 To utilise the health care system properly and not to abuse it.

3.5 To know his or her local health services and what they offer.

3.6 To provide health care providers with relevant and accurate information for diagnostic,

treatment, rehabilitation or counselling purposes.

3.7 To advise health care providers of his or her wishes with regard to his or her death.

3.8 To comply with the prescribed treatment or rehabilitation procedures.

3.9 To enquire about the related costs of treatment and/or rehabilitation and to arrange for

payment.

3.10 To take care of the health records in his or her possession.