

AWARENESS REGARDING PATIENT RIGHTS AMONG HOSPITALIZED PATIENTS IN A HOSPITAL OF RUPANDEHI

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ABSTRACT

INTRODUCTION

Patients' rights is recently introduced term in health sciences literature and practice and has become an important part of modern health care practice. Patients now are much more aware of what they expect from health care professionals, when they enter the health care environment. The aim of the study was to find out the knowledge regarding patient rights among hospitalized patients.

MATERIAL AND METHODS

Descriptive study was conducted to find out the knowledge regarding patients' rights among hospitalized patients. Seventy two respondents were selected by using convenience sampling technique. Semi-structured interview schedule was used to collect the data and collected data were analyzed by using descriptive statistics with Statistical Package for Social Science software (SPSS) version 20.

RESULTS

The findings of the study revealed that 59.72% of the respondents had high knowledge regarding patient rights. Cent percent of the respondents had knowledge that being treated with respect, equitable treatment, decide to participate in human experiment are patient rights. Ninety three percent, 92% and 31.90% respondents had knowledge that right to informed consent, right to confidentiality, right to privacy and right to leave against medical advice are patients' rights respectively.

CONCLUSION

Based on the findings of the study, it is concluded that nearly three fourth of the respondents have high knowledge regarding patients' rights. It is recommended that management of hospital should conduct orientation program regarding human rights to health care providers to deliver health care in human right aspect.

KEYWORDS Awareness, hospitalized patients, patient rights

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INTRODUCTION

The notion of patient rights has been developed on the basis of concept of the person, and the fundamental dignity and equality of all human beings recognized in the Universal Declaration of Human Rights in 1948. Since then numerous declarations and professional ethical codes have sought to ensure the protection of fundamental human rights and to promote the humanitarian treatment of all patients.¹ The rights of a patient are a set of rules of conduct which govern the interaction between the patient and health care professionals. Every patient has a right to be informed about their rights and also the responsibility of the healthcare providers.² The implementation of patient's rights, as an extension of human rights, is an important index for health service quality. Patients have the right to accessible, equal and constant health services, receive information, make decisions freely regarding the methods of treatment and their physicians, privacy, have their psychosocial and spiritual values respected.³

Patient rights are the specification of general human rights. The rights define the patient position in relation to health institutions or medical professions providing broadly understood health service. The protection system of patient rights outlined by international legal and ethical regulations is detailed to specific social, political and economic realities by internal legal systems of individual state.⁴ The study conducted to examine the patients' awareness about their rights in Tehran, Iran shows that 21% of the patients had poor, 72% had moderate, and 7% had good awareness of privacy and confidentiality are patients' right.⁵

MATERIAL AND METHODS

Descriptive study was conducted to find out awareness regarding patients' rights in Universal College of Medical Sciences, Teaching Hospital, Siddharthanagar -1, Rupandehi, Province-5. Seventy two patients who were men or women age group between 20- 60 years has been hospitalized for more than 3 days in different wards were selected as sample for the study by using non- probability convenience sampling. Twenty-nine questions were included in pre-tested semi-structured interview schedule. By using interview schedule, the data was collected on month of August. Collected data was analyzed by using descriptive statistics; frequency, percentage, mean and standard deviation with Statistical Package for Social Science software (SPSS) version 20.

RESULTS

Regarding awareness on patient' right, 100% and 93.1% of respondents answered to be treated with respect, right to access health services on time, right to equitable health

services and right to respect of socio-cultural practices are patients' right respectively (Table 1). Respondents awareness regarding patients' right to self decision, 100%, 95.90%, 93.10 %, 84.70 % and 31.90% respondents answered that right to decide to participate in human experiment, right to complain about health services, right to informed consent, right to be discharged on personal request and right to leave against medical advice (Table 2).

Regarding treatment, 100%, 98.60% and 90.30% of respondents answered that right to know treatment plan, right to know the alternatives of treatment, right to have continuity of care and right to make decision of treatment are patients' right. Regarding right to information 100% of respondents answered that right to know about investigation, right to know disease condition, and explanation of itemized bill are patients' right respectively. Whereas 98.60% and 94.40% respondents answered that right to know hospital rules and regulation, right to know diagnosis, right to be referred for a second opinion and right to be treated by a named health care provider are patients' right to information (Table 3). Cent percentage of respondents answered provision of third person of same sex during examination period, right to get treatment in safe environment and right to get legal treatment from court in case of any damages or loss are patients' right respectively. Besides that 93.1% and 91.7% answered that right to confidentiality and provision of separate place for examination are patients' right (Table 4). Regarding level of awareness regarding patients' right, 59.72% of the respondents had high and 40.27% had low awareness (Table 5).

Table 1. Respondents' awareness regarding patient's right to dignity and equality n= 72

| Variables | Correct Responses | |
|--|-------------------|------------|
| | Frequency | Percentage |
| Right to dignity | | |
| Right to be treated with respect | 72 | 100.0 |
| Right to respect of socio/cultural practices | 67 | 93.1 |
| Right to access to health care | | |
| Right to access health service on time | 72 | 100.0 |
| Right to equitable health services | 72 | 100.0 |

Table 2. Respondents' awareness regarding patient's right to self decision n= 72

| Right to Autonomy | Correct Responses | |
|--|-------------------|------------|
| | Frequency | Percentage |
| Right to make decision about investigation | 61 | 84.7 |
| Right to informed consent | 67 | 93.1 |
| Right to be discharged on personal request | 67 | 93.1 |
| Right to leave against medical advice | 23 | 31.9 |
| Right to complain about health services | 69 | 95.8 |
| Right to decide to participate in human experiment | 72 | 100.0 |

Table 3. Respondents' awareness regarding patients' right to treatment and information n= 72

| Variables | Correct Responses | |
|---|-------------------|------------|
| | Frequency | Percentage |
| Right to treatment | | |
| Right to know treatment plan | 72 | 100.0 |
| Right to make a treatment choice | 65 | 90.3 |
| Right to know alternatives of treatment | 71 | 98.6 |
| Right to have continuity of care | 71 | 98.6 |
| Right to information | | |
| Right to know hospital rules and regulations | 71 | 98.6 |
| Right to know diagnosis | 71 | 98.6 |
| Right to know about investigation | 72 | 100.0 |
| Right to be referred for a second opinion | 71 | 98.6 |
| Right to know about disease condition | 72 | 100.0 |
| Right to be treated by a named health care provider | 68 | 94.4 |
| Right to explanation of itemized bill | 72 | 100.0 |

Table 4. Respondents' awareness regarding patient's right to privacy, safety and legal rights n= 72

| Variables | Correct Responses | |
|--|-------------------|------------|
| | Frequency | Percentage |
| Right to provision of separate place for examination | 66 | 91.70 |
| Right to provision of third person of same sex during examination | 72 | 100.0 |
| Information concerning one's health should not disclose | 67 | 93.10 |
| Right to get treatment in safe environment | 72 | 100.00 |
| Right to get legal treatment from court in case of any damages or loss | 72 | 100.00 |

Mean percentage score of right to privacy = 68.33

Table 5. Respondents' level of awareness regarding patients' rights

| Level of awareness | Frequency | Percentage |
|--------------------|-----------|------------|
| High | 43 | 59.72 |
| Low | 29 | 40.27 |
| Total | 72 | 100.0 |

Mean score=27.65; Total score=29

DISCUSSION

The study was conducted to find out the awareness regarding patients' rights among hospitalized patients in a hospital of Rupandehi. Regarding socio-demographic variables, mean age of the respondents was 34.94 years standard deviation 11.708. Sixty-eight percentage were male, 34.70% were Pahadi Janjati, 68% were literate and 25% were service holder. Mean day of hospitalization was 9.88 and standard deviation 11.776.

Cent percent of the respondents knew that right to be treated with respect, right to decide to participate in human experiment and right to know treatment plan are patients' right respectively. Findings of the study are not consistent with

study⁶ conducted in Riyadh, Saudi Arabia which shows 94.80%, 77.80% and 89.60% of respondents were aware about right to respectful care, right to decide to take part in any purposed research and right to know treatment are patients' right respectively. Cent percent of the respondents knew that right to access health service on time, right to get legal treatment from court in case of any damages or loss right and to get treatment in safe environment are patients' right. Findings are not consistent with study⁷ of Mangalore, India which shows 58% and 55% respondents were aware about right to access health service on time and right to file a civil court to get grievance redressal and study⁸ conducted in Wadi-Medani Teaching Hospital, Sudan, which shows that 87% were aware of right to get treatment in safe environment are patients' right.

About 99%, 96% and 95.8% respondents knew that right to know the alternatives of treatment, right to have continuity of care and right to complain about health services are patients' right. Our findings were not consistent with the study⁹ Riyadh, Saudi Arabia shows 51.20% of respondents were aware of right to know the alternatives of treatment. Study¹⁰ conducted in Poland shows that 80.80% were aware of right to continue treatment and study¹¹ conducted in Middle East Ezypt, Sudan, Lebanon and Saudi Arabia shows that 75% were aware of right to complain about health services are patients' right.

Ninety-three percentage and 90% of the respondents knew that right to confidentiality and right to make decision of treatment are patients' right. Findings are not consistent with study⁷ of Mangalore, India shows that 85% respondents were aware of right to confidentiality and study⁶ conducted in Riyadh, Saudi Arabia which shows 58% answered right to make decision of treatment are patients' right

Ninety-four percentage and 93% of respondents knew that right to be treated by named health care provider and right to informed consent are patients' right. Findings are consistent with study¹⁰ conducted in Poland shows that 97.30% of respondents were aware that right to know the name of health care provider and study¹² conducted in Kano, Nigeria which shows that 97.50% respondents were aware of right to informed consent are patients' right.

CONCLUSION

On the basis of findings of the study it is concluded that nearly two third of patients have overall high level knowledge regarding patients rights. Cent percentage of the patients have right to be treated with respect, right to decide to participate in human experiment and right to know treatment plan, right to access health service on time, right to get legal treatment from

court in case of any damages or loss right and to get treatment in safe environment are patients' right.

Nearly cent percentages of patients have knowledge that right to know the alternatives of treatment and right to have continuity of care. More than four fifth of patients are aware that right to complain about health services, right to confidentiality, to be treated by named health care provider and right to informed consent are patients' right. Just above four fifth and nearly one third of patients are aware of right to make decision about investigation and right to leave against medical advice are patients' right.

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