1. Policy

1.1. The staff of the American University of Beirut Medical Center (AUBMC) shall recognize and protect the patient and family rights as reflected in the Lebanese Law (No. 574, dated February 11, 2004) and spelled out in the AUBMC Patients’ Rights and Responsibilities Handout (Appendix 5.1).

1.2. All patients shall be informed of their rights and responsibilities upon admission to the Medical Center.

1.3. The patients’ rights and responsibilities at AUBMC shall address the following issues:

1.3.1. Respectful and compassionate care
1.3.2. Safe and equitable care
1.3.3. Uniform care to all patients
1.3.4. Patient Information regarding disease and treatments
1.3.5. Patient and family participation in the care processes
1.3.6. Patient privacy during care and confidentiality of information
1.3.7. Patient consent for admission and treatment
1.3.8. Concerns and complaints, regarding patient care
1.3.9. Withholding of resuscitative services and forgoing or withdrawal of life-sustaining treatments
1.3.10. The procurement and donation of organs and other tissues
1.3.11. Patients’ participation in clinical research, investigation and clinical trials involving human subjects
1.3.12. Patients’ rights for proper pain assessment and management.

1.4. AUBMC staff shall abide by the terms of the patients’ rights and responsibilities as approved by the Medical Center Leadership.

2. Purpose

2.1. To protect the patient and the general interests of the AUBMC.
2.2. To comply with the relevant governmental laws, regulations and accrediting agencies.
2.3. To establish the guidelines for proper implementation of the patient and family rights and responsibilities.

3. Procedures

3.1. Implementation of Patients’ Rights and Responsibilities

3.1.1. The patients’ rights and responsibilities shall be made available to patients and families (in both languages - Arabic and English) in the AUBMC through:
   a. The display of the Patients’ Rights and Responsibilities on notice boards in public areas throughout the AUBMC.
   b. Distribution of the Patient’s Rights and Responsibilities Handout by the Patient Access Office to all patients admitted to the AUBMC.
   c. The display of patients’ rights and responsibilities through the Patient Education website and other educational resources.

3.1.2. The Patient Access Officer shall explain to the patient his/her Rights and Responsibilities.

3.1.3. On admission, the nurse shall reemphasize to the patient his/her Rights and Responsibilities.

3.1.4. AUBMC personnel shall respect the individual patients’ psychosocial, cultural and spiritual beliefs while rendering patient care services.

3.1.5. Participation in patient care decisions:
   a. Patients may choose their physician and are entitled to a second opinion as in the terms of their agreements with third parties
   b. Second opinion shall be selected from within the medical staff of the medical center unless the specialty requested is not within the scope of services at AUBMC
   c. Patients shall receive information about their plan of care and participate in decisions concerning their care
   d. Patients shall receive responses to requests for information regarding treatment and/or services which are medically indicated.
   e. Patients have the right to refuse treatment to the extent permitted by the Lebanese Laws
   f. Patients have the right to leave the Medical Center against medical advice by signing the Discharge Against Medical Advice form as spelled out in the policy on Discharge of Patients (ACC-MUL-002)
   g. Patients shall receive discharge instructions for continuing care following their discharge from the Medical Center as per the policy on Patient Discharge Instructions (ACC-MUL-004).
   h. Patients are encouraged to communicate to their care givers decisions regarding their care or modifications of their decisions during the course of treatment.

3.1.6. AUBMC personnel shall conduct the business and financial activities within the ethical and legal norms established in the Medical Center.
3.1.7. Patients may identify or nominate a representative or legal guardian to make decisions on their behalf during the care process (Agreement and Authorization form signed upon admission).

3.1.8. The informed consent for admission and treatment shall be signed by the patient/guardian/legal representative in accordance with the Patient Consent Policy (PFR-MUL-001).

3.1.9. Patients and their families may participate in care delivery through Multidisciplinary Conference Meetings (AOP-MUL-002).

3.1.10. Complements and Complaints shall be received and processed as indicated in the Complaints and Complements Guidelines (GLD-ADM-003).

3.1.11. AUBMC personnel shall take active measures to protect patient privacy throughout the patient care process including patients in transport and in waiting areas. Visual and voice privacy shall be maintained while examining/treating patients or discussing patient results or data.


3.1.13. Patients shall be given a medical report or copy of the discharge summary when requested.

3.1.14. Patients shall receive information about the Medical Center's responsibility for protecting their personal valuables as indicated in Patients' Valuables policy (PFR-ADM-001).

3.1.15. AUBMC shall take appropriate measures to protect vulnerable children, elderly patients, and others who are unable to protect themselves, from physical assault by visitors, other patients, and staff as indicated in Care of Vulnerable patients (COP-MUL-016). The Protection Office staff shall question individuals without identification, monitor remote or isolated areas, and respond to calls.

3.1.16. Patients with language barrier or hearing problem shall have an interpreter to assist in communicating information in a manner which is understandable to the patient. The list of AUB staff speaking foreign languages other than English, French, and Armenian (maintained by the Human Resources Department) shall be used to call upon an interpreter.

3.1.17. Patients shall receive respectable and dignified end-of-life care according to the End-of-life Care policy (COP-MUL-014).

3.1.18. AUBMC personnel shall assess and manage pain in accordance with the Pain Assessment and Management policy (COP-MUL-005).

3.1.19. Requests for withholding of life-sustaining treatments made by the patient/legal representative shall be considered within the framework of the Lebanese Laws and the ethics of medical practice.

3.1.20. Procurement and donation of organs and other tissues: To be implemented in accordance with the Lebanese Law on Medical Ethics (No. 288) Article 30 and with the AUBMC Bylaws and Rules and Regulations of the Medical Staff (Section II-J). The following AUBMC policies on donation and transplantation shall be observed:
   a. Organ and Tissue Donation Protocol (PFR-MUL-004)
   b. Adult Bone Marrow Transplant (BMT-001)
c. Kidney Transplant (URO-001)
d. Liver transplantation (SRG-001)

3.1.21. Patients shall be informed on how to participate in clinical research and shall be educated about their rights to withdraw from research without any implications on their continuity of care. This is implemented in accordance with the AUBMC policy on “Patients Enrollment in Clinical Research” (PFR-MUL-003)

3.2. Patients’ Responsibilities

While in the AUBMC, patients and families are expected to:

3.2.1. Observe AUBMC rules and regulations as presented in patient’s right and responsibility handout.
3.2.2. Provide, to the best of their ability, accurate and complete information concerning present complaints and past matters relating to their health.
3.2.3. Inform their physician and nurse about their medications, allergies, and or unexpected change in their health.
3.2.4. Behave reasonably, responsibly, and considerate of the rights of other patients and hospital personnel.
3.2.5. Be responsible for asking questions when they do not understand what they have been told about the patients’ care.
3.2.6. Follow the prescribed treatment plan and keep appointments.
3.2.7. Ensure that financial obligations are fulfilled as promptly as possible.

3.3. Education of AUBMC personnel

3.3.1. AUBMC personnel shall be educated on the above procedure in order to ensure proper implementation of the patients’ rights and responsibilities through general orientation of new medical center staff, nursing staff, medical staff, and resident staff.
3.3.2. AUBMC personnel shall educate patients and families on the patients’ rights and responsibilities.

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4. Signatures

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<th>Name</th>
<th>Signature</th>
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<tr>
<td>Director of Patient and Clinical Affairs</td>
<td>Maher Soubra, MD</td>
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<td>21/6/2011</td>
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<tr>
<td>Quality, Accreditation &amp; Risk Manager</td>
<td>Mr. Khalili Rizk</td>
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<td>Chief of Staff, Accreditation Survey Coordinator</td>
<td>Saleem Kiblawi, MD, FCCE</td>
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<td>22/6/2011</td>
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<td>Medical Center Director and Chief Medical Officer</td>
<td>Adnan Tahri, MD</td>
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<td>24/6/2011</td>
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<tr>
<td>Deputy VP/Dean and Associate Deputy for Clinical Affairs</td>
<td>Ziyad Ghazzal, MD</td>
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<td>30/6/2011</td>
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5. Appendices

5.1. AUBMC Patient's Rights and Responsibilities

6. References

6.3. Lebanese Law No. 288, February 22, 1994 “Medical Ethics”.
6.5. AUBMC Medical Staff Rules and Regulations, 2005, (Section II-J).
6.6. Lebanese Ministry of Public Health National Accreditation standards, Quality Systems Chapter standard #11

7. Modifications

7.1. Moderate modifications were made to the second Edition of this policy. Patient Affair team revised the patient’s right and responsibilities.
PATIENTS’ RIGHTS & RESPONSIBILITIES

PATIENTS’ RIGHTS

You have the right to:

- Be treated in a respectful and compassionate manner.
- Receive safe and equitable care irrespective of your financial or social status.
- Be listened to and to receive a response to your inquiries as soon as possible.
- Choose your physician and entitled for a second opinion.
- Know the name and specialty of your physician, nurse and other healthcare professionals responsible for your care.
- Accept or refuse treatment in accordance to Lebanese law.
- Know about your illness and treatments. Your physician will explain to you potential benefits, and other alternative treatments.
- Participate or refuse in clinical trial or research study.
- Total confidentiality concerning your medical record, and you may request a copy of your discharge summary to be sent to another hospital or physician.
- Receive your care in private and confidential manner.
- Have your pain properly assessed and adequately controlled.
- Ask for an interpreter for explanation of your plan of care if you have a language barrier or a hearing problem.
- Be informed about how to choose to donate organs or other tissues.
- Voice your wishes and preferences to withhold resuscitative services.
- Leave the hospital against medical advice to the extent permitted by law.
- Receive instructions on your discharge about your treatment plan at home including medications that you will take and activities that you will do.
- Report concerns about your care to your physician, nurse, or other healthcare provider. If you have an issue that you cannot solve with your doctor, nurse, or other caregiver, please call the Patient Affairs Office at 6010. The Patient Advocates will contact you and make every effort to resolve your problem in a timely manner.
PATIENTS' RESPONSIBILITIES

You have the responsibilities to:

- Inform your physician and/or nurse about your medical/surgical history including current medications and how often do you take them.
- Inform your physician and/or nurse if you have any allergies to any medication or food, or if you have had any previous allergic reaction.
- Inform your doctor or nurse about an immediate unexpected change in your health care.
- Ask your doctor or nurse about the results of your test and procedure.
- Make sure you understand very well and agree with your surgeon on exactly what will be done to you during surgery.
- Be considerate to the rights of other patients and hospital personnel by minimizing noise.
- Keep the Medical Center properties clean and safe.
- Respect and abide by the Medical Center “No Smoking” policy.
- Ask for further clarification about your care.
- Accept the responsibility of your actions if you refuse treatment or donot follow your physician’s plan.
- Settle all the financial payments of your medical care exclusively through the medical center financial office (cashier).