



SHAHEED MOHTARMA BENAZIR BHUTTO INSTITUTE OF TRAUMA KARACHI

Patient Rights and Responsibilities

The Shaheed Mohtarma Benazir Bhutto Institute of Trauma (SMBBIT) is committed to providing high quality, patient centred care to all patients **Free of Cost**. We recognize that each patient has unique healthcare needs and we encourage a partnership between the patient and the healthcare team. We invite patients or their representatives to participate in discussions and decisions about their treatment, options, alternatives, risk and benefits. We seek to ensure that each patient entrusted to our care is treated with dignity, respect and compassion.

The purpose of the patients Charter is to explain both your Rights and Responsibilities when you use the services of Shaheed Mohtarma Benazir Bhutto Institute of Trauma. Knowing and understanding your rights and responsibilities will make your relationship with health care provider a mutually beneficial one. We believe serve as a foundation for a good relationship between patients, their representatives and the Hospital staff.

Patient Rights

1. Respect and Honor: You have the right to receive considerate, respectful care at all times and under all circumstances, with recognition of personal dignity, diversity and religious or other spiritual preferences

2. Accessibility to Medical Treatment: You have the right to receive the best possible care available, regardless of age, gender, nationality, faith, ethnic or socio-economic background. You may ask for a second medical opinion, which in most cases will be provided by one of our Hospital physicians. A request for consultation from an external physician will be considered with the concurrence and approval of the treating physician and our Chief Medical Officer. You may also request for a different primary healthcare provider. You have the right to know what patient support services are offered at the Hospital.

Patient Responsibilities

1. Provision of Information: You are responsible for providing complete, correct and accurate information to your healthcare providers for your medical treatment. You must inform your medical team of any changes in your condition and acknowledge that you understand your treatment plan.

2. Rules and Regulations: You are responsible for abiding by all Hospital rules and regulations including, but not limited to, admission, treatment, discharge, safety and privacy. You must exercise care and caution in using Hospital facilities and equipment, and be considerate towards the rights of other patients and of Hospital staff. Please respect that the Hospital allows only one attendant per patient. Please respect that smoking is not allowed anywhere on the Hospital premises. Please respect that weapons are not allowed anywhere on the

3. Patient Care Information: You have the right to be provided with knowledge about your condition and treatment, including the precautions that should be taken. If you are a patient admitted to the Hospital, you will be provided with a discharge summary and if required, a clinical summary.

4. Privacy and Confidentiality: You have the right to be provided care with full recognition of your individual need for privacy dignity and religious and cultural beliefs respected. Your health information will remain confidential and protected. Any disclosure of information will only be made if required by a competent authority and pursuant to the Hospital's policy.

5. Patient Consent: You have the right to reasonable and informed participation in decisions involving your healthcare. To the extent possible, this will be based on a clear and concise explanation of your condition and planned procedures. This includes potential benefits, any risk of serious side effects or death, problems related to recuperation, probability of success and if alternative care or treatment exists. Before undergoing any procedure, you or your representative will be required to provide an informed consent.

6. Participation in Clinical Research: The Ethical Review Committee of the Aga Khan University approves all clinical research and your participation in clinical trials or other clinical research is voluntary. Your written consent is required for you to take part in any medical research programmes will be clearly explained to you beforehand. This should include an explanation of the benefits, risks or side effects of participating in the research.

Hospital premises. Please respect that you, your attendant or your visitors are not allowed to record audio or film, or take photographs anywhere on the Hospital premises without proper prior written permission from the Hospital C.O.O office.

3. Behavior and Conduct: You are responsible for maintaining respectful and professional behavior when interacting and communicating with our medical and non-medical staff under all circumstances. You are responsible for cooperating with the physicians, nurses, and all other Hospital staff carrying out your assessments, investigations and treatment procedures. You are responsible for complying with all discharge instructions and keeping your follow-up appointments. You are responsible for refraining from the use of violent or aggressive or disruptive or abusive language or behavior towards the Hospital staff or other patients, attendants or visitors. Our 'Zero Tolerance to Aggression' policy clearly states that the Hospital will not tolerate any form of aggression towards our staff or others at the Hospital. In case of any concern, you are requested to bring the matter directly to the physician, nurse, duty administration C.O.O Office. You are responsible for understanding that in case of misbehavior by you, your attendant or visitors, the Hospital reserves the right of admission, the right to refuse treatment and the right to take further action.

4. Safety and Security: You are responsible for ensuring the safety and security of any personal belongings you bring to the Hospital. This includes, but is not limited to, cash, valuables or personal items; cell phones, eyeglasses, hearing aids, loss of any

7. Choices Refusal of Treatment: You have the right to refuse treatment or any medication, investigation and to seek LAMA. We will advise you or your representative regarding the medical consequences of such a decision. The Hospital cannot be held responsible and/or liable for any consequences, whether legal or otherwise, resulting from such a decision made by you or your representative.

8. Pain Management: You may request or reject the use of any or all modalities to relieve pain. Ultimately, you are responsible for mutually agreeing with your physician regarding pain management.

9. Attendants and Visitors: If you are an admitted patient, you are allowed to have one attendant stay with you. Other people may visit you circumstance during visiting hours; however, depending on the ward you are in, there are restrictions on the number of persons visiting at one time.

10. Patient Right: You have right for sharing your concerns, appreciations and suggestions directly with the physician, nurse, supervisor, service coordinator. You may share formal feedback by sending an email to us or on our website <https://smbbtc.gos.pk/> or by completing the feedback form available at website. The responsible administration team reviews and responds back to every complaint received. In case you are dissatisfied with the outcome of the review conducted by the Patient Experience team, you may request an independent investigation by the Hospital.

items. You, your attendant and your visitors are responsible for maintaining cleanliness and should not bring any food items inside the ward.

5. Communication: If you do not understand English, Urdu and Sindhi, you are responsible to arrange facilitator for yourself.

6. Usage of Resources: you are responsible to use hospital resources carefully and should not waste resources unnecessary.

11. Access Medical Record after discharge:

you have right to request for copy of medical record, followed by filling of request form available at website <https://smbbtc.gos.pk/> with subject to fulfillment at policies of Institute.

12. Complain & Feedback: you have right to make a complaint through channels provided for this purpose by the hospital, authority and to have any complaint dealt with promptly and fairly. The complaint will be investigated and followed up by the appropriate personnel, within a reasonable period of time.