



ASU FC Azienda sanitaria
universitaria Friuli Centrale

CHARTER OF PATIENTS' AND FAMILIES' RIGHTS AND RESPONSIBILITIES



The Patients' and Families' Rights and Responsibilities Charter was defined by the Azienda Sanitaria universitaria Friuli Centrale (ASUFC) in implementation of the constitutional right to health care, and of the specific rights established by law and implied by ethical common sense, based on the citizen's daily experience.

The Charter of Rights was drawn up on the basis of information obtained directly from the citizens through qualitative surveys and information obtained by analyzing the complaints lodged by the citizens concerning issues they viewed as being most important, with respect to the behavior expected in the organization on the basis of general rules and local regulations.

The Charter of Rights confirms the organization's willingness to provide citizens with services that meet their expectations, their needs and dignity, as well as professionalism of health professionals.

RIGHTS

Citizens accessing the ASUFC's services are guaranteed the safeguard of their rights:

- Respect of the individual's dignity and rights
- Observance of quality and appropriateness standards in care and services
- Right to information
- Right to safety and privacy
- Right to comfort
- Protection of rights

1. Respect of the individual's dignity and rights

The citizen has the right:

- the individual's dignity is respected, the individual is not unjustifiably addressed on familiar terms or by the name of his/her illness;
- care is provided by taking into account the individual's overall needs, without discrimination on the basis of social status, financial resources, culture, or religion;
- assistance is provided to establish contacts with pastoral and spiritual services;
- caregivers are always gracious, humane, and polite, also in case of error or omission;
- no unjustified constriction is applied;
- meaningful family and social relations may be maintained also after visiting hours; for justified and fundamental personal reasons, depending on the clinical conditions and the opinion of the physician of the unit, out-patients may be authorised to leave rehabilitation for short periods of time; this aims at helping them to adapt when they return back home.

2. Observance of quality and appropriateness standards in care and services

The citizen has the right:

- waiting lists for elective hospitalization are established according to illness severity-based criteria;
- from admission to discharge, care is provided in a careful and competent manner, according to protocols reflecting updated scientific knowledge and, if applicable, continuity of care is planned;
- care and treatment are provided in the ways and times dictated by the care plan;
- inpatients may receive the visit of their family doctor, knowing that exchanges of information between the family doctor and the hospital physicians are encouraged to ensure continuity of care after discharge;

- at discharge, patients are provided with written information concerning the outcomes of tests and the suggested therapy, with a first cycle of medications, and with the follow-up plan of care, if applicable;
- in case of fragile patient, at discharge all the necessary services required to ensure continuity of care are already activated;
- the team delivering care meets appropriateness standards in terms of number, qualification, and professional skills, at all times of the year;
- the bureaucratic procedure that needs to be fulfilled in order to access care is streamlined, thus eliminating the need to stand in unnecessary queues, having to go through several front desks before being able to receive the requested health service, or having to deal with long waiting time;
- patients are entitled to have a family member with them upon authorisation of the physician of the relevant unit.

3. Right to information

The citizen has the right:

- information about the hospital, the health services provided (working hours, location, etc.), and access to such services;
- possibility to obtain information about the job profile and functional raie of caregivers, for objective reasons;
- readiness of caregivers to listen to patient's description of symptoms and experiences which can contribute to better outline the patient's clinical conditions;
- based on the information received, also concerning possible discomfort resulting from treatment, possibility to express informed consent or dissent tor services, treatments, or interventions;
- possibility to deny his/her authorisation to any trials or any other procedures they do not deem acceptable on the basis of their ethical or religious beliefs;
- information about alternative tests and treatments, even if executable elsewhere;
- information about one's personal health conditions provided in an exhaustive and understandable manner with regard to diagnosis, suggested treatment, associated risks, possible alternatives, and prognosis;
- to require one or several opinions from trusted professionals outside the hospital and their care path may not be jeopardised;
- guaranteed access to information without language or cultural barriers;
- information about the reasons tor postponed treatments or prolonged hospitalization, if applicable;
- medical records are written in a clear, readable, and exhaustive manner, and copies can be made readily available at discharge.

4. Right to safety and privacy

The citizen has the right:

- confidentiality of information regarding the patient's illness and protection of the patient's privacy are ensured in every circumstance;
- the patient's decision not to inform anyone of his/her hospitalization is respected;
- patient may specify the names of the persons who are allowed to receive clinical information concerning the patient;
- patient's privacy is protected during the performance of medical examinations, diagnostic exams and medical treatments in general;
- the care that is delivered meets the international safety standards adhered to by the Organization;
- patient is informed of relevant risks and protected from radiations during radiology exams;
- procedures are defined and implemented to avoid mistaking identities during medical confirmations, examinations, interventions, and in any relevant records;
- specific procedures are implemented to check the safety and functioning of all facilities, equipment, and installations;
- respect of smoking ban is ensured in all indoor premises;
- patients are accepted and receive care in accommodation facilities that are safe and functional, and where specific plans are implemented to reduce and monitor risk factors, prevent accidents, and maintain overall safety conditions.

5. Right to comfort

The citizen has the right:

- absence of architectural barriers and availability of functional and functioning elevators ensuring mobility in line with any impaired or disability conditions;
- specific protocols are defined and implemented to ensure that all premises and materials comply with hygienic rules;
- diet and food are varied, of good quality, hygienically safe, and meet the patient's specific illness-related nutritional needs;
- appropriate waiting areas are available for patients awaiting examinations, treatment, or medical consultations;
- alarm bells are present at each bedside and calls are attended to in a timely manner.

6. Protection of rights

The citizen has the right:

- possibility to lodge complaints and receive adequate and timely feedback on the outcome of the complaint;
- possibility to be represented by patient protection organizations in case of faults or violations committed by caregivers or administrative staff.

RESPONSIBILITIES

The Organisation promotes the central role of patients interests in any relevant daily activities to this end, reviews are performed on a regular basis. For this system to work efficiently, suggestions from citizens are welcome. On the other hand, responsible conducts are required from patients and their family members. Therefore, citizens have both rights and obligations in the framework of the Organisation, its staff and other patients.

Obligations for people accessing the Organisation services have been grouped into five categories:

- Rules of coexistence in hospital
- Protection of one's own health and that of others
- Respect for the caregivers' work
- Respect for the premises, furnishings, and equipment
- Compliance with the organization's safety rules

1. Rules of coexistence in hospital

Citizens must:

- a responsible conduct must be adopted at all times, respecting the rights of the other patients, avoiding disturbing or creating inconvenience to other citizens, or hindering the caregivers' activities;
- inpatient visiting hours must be respected to ensure the normal course of nursing and medical activities and to favor a peaceful and restful environment for the other patients, also avoiding crowding;
- wait for your turn.

2. Protection of Health

Citizens must:

- comply with the Organisation regulations on smoking;
- not bring any food, beverage and any other substances without authorisation;
- inform the healthcare staff about the medicines they usually take and strictly comply with the instructions;
- comply and have their family members comply with any rules of conduct to prevent infections: wash hands and use protection equipment (masks, gloves, etc.), as instructed by the healthcare staff.

3. Respect for the work of any staff member

Citizens must:

- cooperate with the staff to support the provision of healthcare services;
- promptly notify if they do not intend to receive the service they have booked, be hospitalised, have the procedure or any other diagnostic tests or treatments to avoid deploying resources unnecessarily;

- not leave the building or take initiatives without the authorisation of the staff in charge of the unit/service;
- respect the professional work and the dignity of staff-members;
- not have aggressive or violent behaviours, including verbal behaviours, against staff members.

4. Premises, furniture and equipment

Citizens must:

- contribute to preserve premises, furniture and equipment, without causing any damage or get them dirty, complying with normal hygiene indications, the functionality and the use, as instructed by staff-members, reporting any irregularities and leaving maintenance to the relevant staff.

5. Compliance with the organization's safety rules

Citizens must:

- comply with the safety indications present in the Unit and specified in the informative material provided up on admission and on the posters present in every Unit;
- report to staff any situation which become a source of danger, so that the competent staff can implement appropriate measures or alert the first response service;
- in case of emergency, scrupulously follow the instructions provided by the staff and envisaged in the relevant emergency plans;
- avoid adopting a behaviour that is inappropriate for emergency situation, do not decide independently what conduct to adopt, but follow the staff's instructions which comply with the organizations' safety rules.

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