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**Ain Shams University**

Awareness of Patients' Rights by Patients and  
Medical Staff in Some Pediatric Health Facilities in  
Ain Shams University Hospital of Pediatrics

## **Thesis**

*Submitted for partial fulfillment of master degree in  
Pediatrics*

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قياس معرفة المرضى والفريق الطبي بحقوق  
المرضى  
في بعض وحدات علاج الأطفال  
بمستشفى الأطفال الجامعي- جامعة عين شمس

رسالة  
توطئة للحصول علي درجة الماجستير في طب الأطفال

مقدمة من

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## *List of Abbreviations*

<b>ABP</b>	:	American Board of Pediatrics
<b>ACGME</b>	:	Accreditation Council for Graduate Medical Education
<b>ER</b>	:	Emergency room
<b>OPDs</b>	:	Outpatient departments
<b>PKU</b>	:	Phenyl-Ketonuria
<b>Pt.</b>	:	Patient
<b>RRC</b>	:	Residency Review Committee
<b>SD</b>	:	Standard deviation
<b>Sig.</b>	:	Significance
<b>U.S.A.</b>	:	United States of America
<b>WHO</b>	:	World health organization
<b>WMA</b>	:	World Medical Association

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## Introduction

Health as a fundamental human right was recognised in the World Health Organization's Constitution stating that the enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, and political belief, economic or social condition (*Ducinskiene et al., 2007*).

The patient has the right to be treated with respect and courtesy and has his privacy and personal dignity maintained (*Patient Rights and Responsibilities/Advance Directives, Washington Hospital Center, May 2000*).

The patient has the right to be involved in decisions about his care and informed about his diagnosis and condition, to expect that the people caring for him will be responsive and skilled in pain prevention and relief (*St. Mary Medical Center Patients Rights, 2007*).

The patient has the right to be treated courteously with dignity and respect and in confidence by all medical staff and hospital personnel, not to be discriminated against due to race, religion, color, sex, age, national origin, military status, ancestry, disability or source of payment for care (*Fayette County Memorial Hospital Patients Rights, 2007*).

A patient has the right to know if medical treatment is for purposes of experimental research and to consent prior to participation in such experimental research (*Florida Patients' Bill of Rights, 1977*).

The patient has the right to obtain from his physician complete and current information concerning diagnosis, treatment and any known prognosis, and to have the cultural psychosocial, spiritual and personal values, beliefs and preferences respected (*Yakima Valley Memorial Hospital Patients Rights, 1977*).

The patient has the right to considerate and respectful care in a safe setting, to ask for and receive information about his healthcare and treatment plan (*Prince William Health System Patient Rights Guide, 1977*).

Each patient and his or her family are unique, and the hospital and its staff should strive to understand each individual's needs, beliefs, and rights (*Partners for Health Reformplus, 1977*).

The Hospital Patients Bill of Rights was drafted in 1973. A number of important laws related to patients' rights have been enacted by state and federal government (*U.S. Patients' Bill of Rights, 1973*).

Informed consent is now accepted as the cornerstone of medical practice, with reasonable patient standards typically considered to be appropriate in the developed countries; however it is still challenged in many developing countries (*Yousuf et al., 2007*).

Parents should be able to stay with their children in the hospital 24 hours a day (*Patient Rights Program/ Boston University School of Public Health/ Health Law Department, 2007*).

A federal bill of patient rights should provide for fair, independent review of all decisions about patient care in all health plans, whether on treatment or benefit coverage (*Mariner, 2007*).

## Aim of the work

### **The aim of the present study was:**

١. To assess the level of knowledge of patients and/ or their caregivers about the rights of patients.
٢. To assess the level of knowledge of the medical staff including doctors and nurses about the rights of patients, and their practice about these rights.
٣. To assess the level of satisfaction of patients about the health services produced at the hospital.

## Review of literature

The doctor-patient relationship is the core of medical practice and is essential for the delivery of high-quality health care. Most medical schools and universities teach medical students from the beginning, even before they set foot in hospitals, to maintain a professional rapport with patients, uphold patients' dignity, and respect their privacy.

In most countries there are laws that specify how physicians are required to deal with ethical issues in patient care and research. In addition, the medical licensing and regulatory officials in each country can and do punish physicians for ethical violations (*Williams, 2004*).

Ethics has been an integral part of medicine at least since the time of Hippocrates, the fifth century B.C.E. (before the Christian era), Hippocrates is a Greek physician who is regarded as a founder of medical ethics. From Hippocrates came the concept of medicine as a profession, whereby physicians make a public promise that they will place the interests of their patients above their own interests (*Williams, 2004*).

Ethics is "the study of morality and analysis of moral decisions and behavior". Medical ethics is "the branch of ethics that deals with moral issues in medical practice". In recent times, medical ethics has been greatly influenced by development in human rights. In a pluralistic and multicultural world, with many different moral traditions, the major international human rights agreements can provide a foundation for medical ethics that is acceptable across national and cultural boundaries (*Williams, 2007*).

As the only international organization that seeks to represent all physicians, regardless of nationality or specialty, the WMA (World Medical Association) has undertaken the role of establishing general standards in medical ethics that are applicable worldwide. From its beginning in 1947, it has worked to prevent any recurrence of the unethical conduct exhibited by physicians in Nazi Germany and elsewhere. The WMA's first task was to update the Hippocratic Oath for 20<sup>th</sup> century use; the results were the Declaration of Geneva, adopted at the WMA's 2<sup>nd</sup> General Assembly in 1948. It has been revised several times since, most recently in 2006. The second task was the development of an International Code of Medical Ethics, which was adopted at the 3<sup>rd</sup> General Assembly in 1949 and revised in 1968, 1983 and 2006 and this code is currently undergoing further revision (*Williams, 2007*).