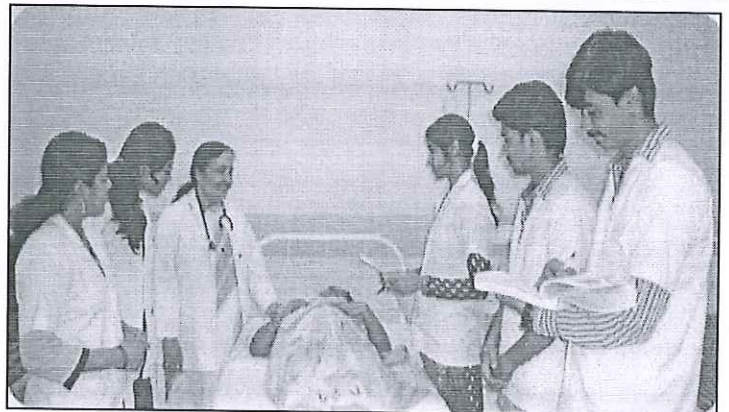
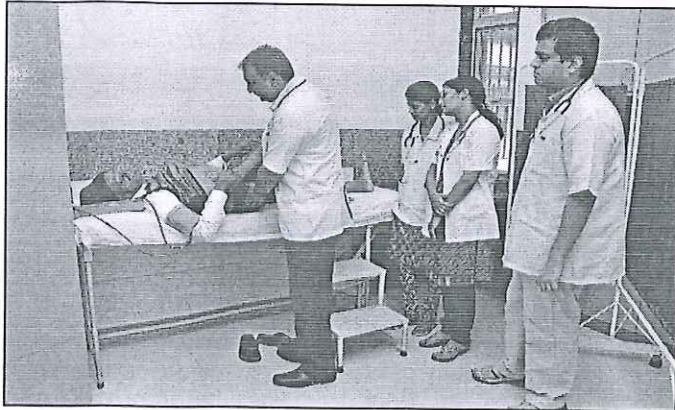


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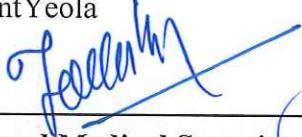
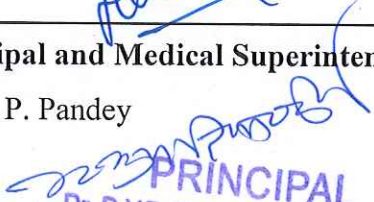

Dr. D. Y. Patil Vidya Pratishthan Society's
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RESEARCH CENTRE, PIMPRI, PUNE

PATIENT RIGHTS AND EDUCATION (PRE)





**Dr. D. Y. Patil Vidya Pratishthan's
DR. D. Y. PATIL COLLEGE OF AYURVED, HOSPITAL &
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Document Name :	POLICY AND PROCEDURES TO PROTECT PATIENT RIGHTS AND EDUCATION
Document No. :	E / NABH / DYPAHRC/ PRE / 01 - 07
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Date Created :	01/04/2017
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Prepared By :	Designation : PRE Incharge Name : Prof. Dr. Gunvant Yeola Signature : 
Approved By :	Designation : Principal and Medical Superintendent Name : Prof . Dr. B. P. Pandey Signature :  PRINCIPAL Dr. D.Y.Patil College of Ayurved & Research Centre, Pimpri, Pune-18
Responsibility of Updating :	Designation : NABH Coordinator Name : Prof .Dr. JayashreePatil Signature : 

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The manual is reviewed once a year and is updated as relevant to the hospital policies and procedures. Review and amendment can happen also as corrective actions to the non-conformities raised during the self-assessment or assessment audits by NABH.

The authority over control of this manual is as follows:

Preparation	Approval	Issue
PRE Incharge	Principal and Medical Superintendent Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune	Accreditation coordinator

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1	Principal/MS
2	PRE Incharge
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PRE 1 – POLICY AND PROCEDURES TO PROTECT PATIENT AND FAMILY RIGHTS OF INFORMATION ABOUT THEIR RESPONSIBILITIES DURING CARE

1.0 PURPOSE:

- 1.1 To describe the rights of patients and their family members.
- 1.2 To describe the responsibilities of patients and their family members
- 1.3 To display the rights and responsibilities in a format and language, so that they can understand easily.

2.0 SCOPE:

- 2.1 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care.

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
- 4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune protects the patient and family rights of information about their responsibilities during care. Patient and family rights are documented and displayed in such a format and language so that they can understand easily.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016



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**POLICY AND PROCEDURES TO PROTECT
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7.0 POLICY:

7.1 Patient and family rights are as given in document. These rights shall be documented and displayed also respected and protected by entire staff of the hospital. Display of patients' rights and responsibilities at convenient places in the hospital.

Information of rights of patients shall be communicated to them and their families, if asked, in a format and language that they understand. Staff shall be made aware of their responsibility towards protecting of patients and family rights. Violation of patient rights is recorded, reviewed and corrective / preventive measures taken by the designated official in accordance with Indian medical council code of conduct or Dept of AYUSH.

8.0 PATIENT RIGHTS :

- 8.1 Right to access healthcare facilities available regardless of age, sex, religion, economic and social status to emergency services.
- 8.2 Right to choose his/her own doctor.
- 8.3 Right to be treated with care and dignity without any discrimination.
- 8.4 Right to be treated in privacy during consultation and therapy.
- 8.5 Right to expect that all the communications and records pertaining to his/her case to be kept confidential.
- 8.6 Right to receive full information regarding diagnosis, treatment and investigations.
- 8.7 Right to be informed about safety of procedures performed on him or her.
- 8.8 Right to know about day to day progress, line of action, diagnosis and prognosis.
- 8.9 Right to give informed consent after proper explanation.
- 8.10 Right to get second opinion at any time.
- 8.11 Right to access to his records and demand summary.
- 8.12 Right to receive continuous care for his/her illness.
- 8.13 Right to be treated in comfort during illness and follow up.
- 8.14 Right to complain, expect rectification of grievances, obtain compensation for medical Injuries/negligence.



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**POLICY AND PROCEDURES TO PROTECT
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PRE 2 – POLICY AND PROCEDURES TO PROTECT PATIENT AND FAMILY RIGHTS TO SUPPORT INDIVIDUAL BELIEFS, VALUES AND INVOLVE THE PATIENT AND FAMILY IN DECISION MAKING PROCESSES

1.0 PURPOSE:

- 1.1 To ensure that patients and families have the right to support individual beliefs, values and involve the patient and family in decision making processes.
- 1.2 To ensure patient and family rights address any special preferences, spiritual and cultural needs.
- 1.3 To ensure patient and family rights include respect for personal dignity and privacy during examination, procedures and treatment.
- 1.4 To protect from physical abuse or neglect
- 1.5 To include patients information as confidential

2.0 SCOPE:

- 2.1 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune.

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care).

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
- 4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune provides the patient and families to have a right to support individual beliefs, values and involve the patient and family in decision making processes.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016



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**POLICY AND PROCEDURES TO PROTECT
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7.0 POLICY:

7.1 Support individual beliefs, values:

- Patient and their family should be informed and educated for their special preferences, spiritual and cultural needs. Jain patient or family members of patient should be informed if we are using some meat or animal products in treatment. For example meat juice in Basti therapy.
- Patient and family members also be informed that they have right to refuse examination of reproductive organs by a male doctor or vis-à-vis and also to maintain privacy during examination, procedures and treatment.
- Ayurved massage should be done by male therapist to male patient and female therapist should be appointed for massage of female patient.

7.2 Physical abuse and neglect: Special precautions should be taken especially w.r.t. vulnerable patients for example elderly and neonates etc. Example of this include falling from bed/trolley due to negligence or repeated internal examinations, mæ andling, etc.

7.3 Patient and family members have right of refusal of treatment or any specific treatment suggested by doctor. Also Doctor should give them information of all possible treatment and freedom of choice.

7.4 Informed consent is taken before Panchakarma therapy, Prasutitantra and Streeroga procedures, Shalakyā Procedures, Anesthesia, Para surgical procedures and surgery. Also consent is taken before including the patient for any research protocol.

7.5 Patient and family members should have information on care plan, progress and information on their health care needs and they should have access for their case records.



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PRE 3 – POLICY AND PROCEDURES ON PATIENTS RIGHT OF EDUCATION TO MAKE INFORMED DECISIONS AND ARE INVOLVED IN THE CARE PLANNING AND DELIVERY PROCESS

1.1 PURPOSE:

- 1.1 To describe rights of education to patients and their family members in decision making.
- 1.2 To educate patients and their family members about how to get involved in patient care and delivery process.

2.0 SCOPE:

- 2.2 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune

3.1 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care).

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
- 4.2 **PRE** : Patient Rights and Education

5.1 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune protects the patient and family rights during care. Patient and family rights in involving the patient and family in decision-making process.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016



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7.0 POLICY:

- 7.1 Patient and/or family members are educated to make informed decisions and are involved in the care planning and delivery process.
- 7.2 The patient and/or family members are explained about the proposed care including the risks, alternatives and benefits. This discussion should be done in local language so that the patient and relatives can understand. For example decision of caesarian section in fetal distress.
- 7.3 Expected outcome of therapy is explained and at the same time possible complications are explained.
- 7.4 The patient and family members are informed about the diagnostic tests and the method of diagnosis.
- 7.5 Any change in the patient condition should be explained time to time.



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PRE 4 – POLICY AND PROCEDURES FOR OBTAINING PATIENT AND/OR FAMILY’S CONSENT EXISTS FOR INFORMED DECISION MAKING ABOUT THEIR CARE

1.1 PURPOSE:

1.1 To obtain Patient and/or Family’s consent for informed decision making about their care.

2.1 SCOPE:

2.1 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune.

3.1 RESPONSIBILITY:

3.1 Hospital wide – all staff’s (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care).

4.0 ABBREVIATION:

4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers

4.2 **PRE** : Patient Rights and Education

5.1 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune obtain Patient and/or Family’s consent for informed decision making about their care.

6.1 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016

7.1 POLICY:

7.1 General consent for Panchakarma treatment is obtained when the patient is referred for Panchakarma treatment from OPD/IPD.

7.2 Patient and/or family members are informed of the scope of such general consent while obtaining consent.

7.3 This particular document incorporates all the possible situations.



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- 7.4 Before minor or major operation informed consent is obtained from patient/family members and witness. This informed consent includes the procedure, risks, benefits, alternatives and who will perform the requisite procedure in an understandable local language.
- 7.5 High risk consent is obtained at the time of admission in IPD ward from seriously ill Patients.
- 7.6 Research scholars/ PG scholars also take consent while enrolling patient for their research work.
- 7.7 In Balroga department parents' consent is taken before Panchakarma procedure or vaccination or while performing any procedure.



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**POLICY AND PROCEDURES TO PROTECT
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PRE 5 – POLICY AND PROCEDURES ON PATIENTS AND FAMILY RIGHT OF INFORMATION AND EDUCATION ABOUT THEIR HEALTH CARE NEEDS

1.0 PURPOSE:

- 1.1 To describe the rights of patients and their family members to know about the safe and effective use of medication.
- 1.2 To describe the potential side effects of the medication.
- 1.3 To educate patients and family members about food medicine interactions, about pathyahara and poshana.
- 1.4 To educate about protection/prevention of infections.

2.0 SCOPE:

- 2.1 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care).

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
- 4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune provide information and education about their healthcare needs.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016

7.0 POLICY:

- 7.1 **RIGHT TO INFORMATION ON THEIR HEALTHCARE NEEDS:**



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7.1.1 Safe medication:

- Patient and their family should be informed and educated for safe medication and potential side effect of the medicines he/she is taking.
- They should be educated about the dose related side effects to prevent any adverse situation and better patient care. Like: precautions taken while taking Bhallatak Kalpa. Medicines to be taken at a given interval otherwise adverse situation may appear like drug overdose;
- All diuretics should be taken at morning, sometimes it may be taken at afternoon but never be taken at night, it will cause frequent urination which will interrupt the sleep of the patient;
- Bastichikitsa should be taken as per schedule viz. Oil enema (AnuvasanBasti) should be taken after food and Decoction enema (AasthapanBasti) should be taken empty stomach or after complete digestion of previously taken food.

7.1.2 Food and drug interaction:

- All patient and their relatives should be educated about the food and drug interaction, an ayurved dietician is engaged for this work.
- Dietician educates patients and their families about diet according to prakruti and diet related disease and relation with medicines.
- Some food or fruits inhibits the result of some medicines, some food increase the efficacy of some medicines. Also specific diet (Samsarjankrama) is explained properly after Panchakarma procedures.
- Pathya-Apathya for each disease is explained to each patient considering his prakruti (bio-type) and vikruti (disease condition).

7.1.3 Diet and Nutrition: Patient and their families are educated by the ayurved dietitian about the diet and nutrition according to ayurved; simultaneously he/she assess the nutritional need of the patient and prepare diet chart for every patient.



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7.1.4 **Prevention of HAI:** Patients and attendants are educated on prevention of HAIs, as and when they come to visit they instructed to maintain hand hygiene, use of barrier devices and not to seat or eat food inside the wards. To avoid bringing flower or bouquet for the patient. To use dust bins according to color coding.



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**POLICY AND PROCEDURES TO PROTECT
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PRE 6 – POLICY AND PROCEDURES ON PATIENTS AND FAMILY RIGHT TO INFORMATION ON EXPECTED COSTS

1.0 PURPOSE:

1.1 To ensure that patients and families have the right to information regarding their healthcare needs and the expected costs involved.

2.0 SCOPE:

2.1. All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune.

3.0 RESPONSIBILITY:

3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care).

4.0 ABBREVIATION:

4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers

4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune ensures Patient and families right to information on expected costs.

6.0 REFERENCE:

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7.0 POLICY:

7.1 RIGHT TO INFORMATION ON EXPECTED COSTS OF HEALTHCARE:

- 7.1.1 **Uniform pricing:** Patient and their family have been informed about pricing policy in OPD and IPD. Estimated cost of Panchakarma treatment and surgical procedure is informed at OPD level. If any change of treatment and its financial implications are also informed to patient and family members when it is required.
- 7.1.2 **Diagnosis and investigations:** Minimal charges are applied for investigations of OPD patient whereas the same facility is free for IPD patients.
- 7.1.3 **Tariff:** Tariff updated list is available at reception, registration, dispensing counter and in each OPD. Dr. D. Y. Patil College of Ayurved, Hospital provides three days medicine at OPD level and throughout stay at IPD free of cost.
- 7.1.4 **Food:** All patients of IPD get vegetarian and Satvik food without any charge.



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PRE 7 – POLICY AND PROCEDURES ON COMPLAINT REDRESSAL PROCEDURE

1.0 PURPOSE:

- 1.1 To ensure that patients and families have the right to log complaint and effective method of complaint redressal procedure is adopted.

2.0 SCOPE:

- 2.1 All patients who avail services at Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune.

3.0 RESPONSIBILITY:

- 3.1 Hospital wide – all staff's (Reception, Office, All medical oriented departments, Nursing and paramedical staff involved in direct patient care.

4.0 ABBREVIATION:

- 4.1 **NABH** : National Accreditation Board for Hospitals and Healthcare Providers
4.2 **PRE** : Patient Rights and Education

5.0 DEFINITION:

Dr. D. Y. Patil College of Ayurved, Hospital and Research Center, Pimpri, Pune ensures Patient and families right to effective complaint redressal procedure.

6.0 REFERENCE:

NABH: Pre Accreditation Entry Level Standards for Hospitals. April 2016

7.0 POLICY:

7.1 RIGHT TO Log Complaint And Effective Method Of Complaint Redressal Procedure:

- 7.1.1 **Lodging of Complaint:** Patient and their family members can log complaint in written or verbal or telephonic way. Complaint box is placed OPD level and IPD level. Analysis of complaint is done and suitable action is taken.



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7.1.2 Redressal procedure: According to severity complaint redressal procedure is adopted at three levels in stipulated time frame.

- Head of department is informed and he/she take appropriate action.
- Deputy Medical Superintendent is involved with Head of department in analysis and action taken.
- Under the chairmanship of Medical Superintendent (Principal) with other members of committee take action.
- Documentation of each written complaint is followed. Corrective and /or preventive action(s) are taken to based on analysis of complaint to avoid repetition.