



وزارة الصحة
Ministry of Health

Bill of Rights



The field of providing health services to patients in the Kingdom of Saudi Arabia is witnessing a continuous development based on the teachings of Islamic Sharia and social ethics that determine the ways of humane and ethical dealing with service seekers, which is an aspect we are working hard to set an example in.

Through the role played by the Patient Experience Center in supporting the patient's right and clarifying his responsibilities, we worked hard to develop a bill of patients' rights and responsibilities in cooperation with the competent authorities in the field of providing health care services. We should always bear in mind the human, social and national rights and duties guaranteed by the law to individuals



to raise the level of service provided and promote patients' confidence in health facilities and consolidating the bonds of joint health and humanitarian work between service providers and recipients at all levels.

Believing in the patients' right as well as empowering and involving them in decisions that support and improve the services provided, we have committed ourselves to clarifying the rights that the patient must receive. Furthermore, we must demonstrate the responsibilities that they bear towards the facility in a simplified manner that ensures that the message is delivered smoothly and easily to all segments of society to achieve the required objectives.



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Definitions

Certain terms will be mentioned in this policy and, if any, they mean the following:

Health facility: it is the entity affiliated to the Ministry of Health or that works under its supervision and provides health services to patients, whether it is a clinic, health center, infirmary, hospital or laboratory.

Patients' rights: the policies and laws that the health facility is obligated to protect and preserve towards patients and their families.

Patients' responsibilities: the instructions that patients and their families must abide by and adhere to.

Patient's family: it includes the patient's family, visitors, companions, and legal guardian.

Legal guardian: the person legally or religiously responsible for the patient and has the right to sign on behalf of the patient in the event of their discriminatory, mental or health inability.

Child: any patient under the age of 12 years.

Minor: any patient under the age of 15 or 18; however, he/she is responsible enough according to their maturity.

Medical acknowledgment or authorization form: it is a clearly written form that shall only be approved if it is signed by the patient or their legal guardian to start implementing the required procedure

for the patient's case. Signing this form shall be considered a complete approval of all that it contains.

Clinical research and study programs: programs that require the involvement of patients to try new drugs or treatment methods for the purpose of comparison and aim for development and discovery. Such programs are conducted by specialists in their field and under the supervision of qualified personnel.

Patients' categories: children, adults, elderly, and all patients who have one characteristic in common and receive health services.

People with Special Needs: this represents the elderly, chronically ill, physically or mentally disabled, and all those who are unable to help themselves.



shall be moved to a special room for examination if the patient's room is not suitable, ensuring that the patient do not stay in the examination room for more than the necessary period, and making sure that a person of the same gender is present during the clinical examination or the required interventions.

- Providing appropriate clothing and necessary personal toiletries for the patient.
- Providing suitable separate waiting areas for both men and women.

5/ Providing Protection and Safety

- Providing health care in a safe, clean and sterile environment suitable for the health status of patients, helping them to recover and preventing them or their families from contracting infectious diseases or getting physical, moral or psychological harm.
- Providing the appropriate tools and mechanisms to protect them from physical harm, diseases and infection, such as washing hands; and providing safety precautions before and during entry or transportation from and into the health facility, and before starting any medical procedure.
- Implementing Infection Prevention Controls approved by the Ministry of Health regulations to protect patients from infection. Ensuring that the service provider follows the safety guidelines before, during and after the medical procedure or examination, and the patient has the right to remind the service provider of that or to request a change.
- Cautioning patients and their families

utilizing all explanatory means that they can understand before and during entering all places that may expose the patient and their family to harm, such as areas of radiation, magnetic resonance imaging, places under construction, while performing cleaning or sterilization operations, and others.

- The presence of a policy to provide security and safety to protect people with special needs, such as children, the elderly, women, the disabled, and those in sensitive and remote locations (such as inpatient wards, women's wards, delivery room, pediatrics and neonatology department) from assault or abduction.
- Protecting them from psychological harm, reprimand, reproach, slander and insults by any employee of the health facility.
- The medical team shall be obliged to report any case of physical or psychological violence to the concerned authority.
- Providing appropriate places, mechanisms and procedures to protect their belongings from theft and damage.
- Smoking is prohibited in all areas of the health facility.
- The presence of special procedures for people with special needs (in terms of assistance, facilitating procedures, providing appropriate facilities, parking spots, number of companions, etc.).
- Confirming the identity of the guardian, parent, or the person authorized by the patient to sign on their behalf.

6/ Healthcare Plan Engagement:

- Enabling patients and their families to communicate with the treatment



team to obtain complete and up-to-date information regarding the diagnosis, the proposed treatment, its expected benefits and results, the suggested medical alternatives - if any, complications, risks, and the treatment success rate using the terms that they understand and comprehend.

- Clarifying transparently the possibilities of care available in the health facility for patients who need care beyond the capabilities of the facility and informing them of the other services provided by the MOH, which the patient deserves and benefits from, such as home care programs, specialized medical centers, medical bodies services and their responsibilities. They shall also strive to provide such services by working with the competent authorities.
- Knowing the names of the participants in providing the health service to them, their specialties and the name of the doctor responsible for the treatment and follow-up of the case before taking any treatment action.
- Informing them of the presence of licensed trainees if they are part of the treating medical team.
- Having discussion with the medical team about the necessary information before any treatment or operation procedure and before signing the medical permission forms, except for emergency cases that require urgent medical intervention in accordance with the applicable laws and regulations.
- Patients shall be informed about the type of interventions, medicines and radiation used in treatment, their effectiveness, and safety.
- Clarifying the reasons for transferring the patient to another place inside

or outside the health facility before the transfer, besides giving them the necessary instructions.

- Requesting another medical opinion in coordination with the competent authority in the health facility when necessary.
- Clarifying the reasons for transferring or changing patient care from one consultant to another.

7/ Refusal of Treatment:

- Informing them of the possibility of rejecting all or part of the prescribed treatment in a manner that does not contradict with the applicable laws and regulations, and informing them of the expected results of the refusal decision. The patient or their legal guardian shall be fully responsible for their decisions and actions in the event of refusal of treatment or failure to follow the treatment instructions, with the need to have them sign the acknowledgment form for the prescribed procedure and then document this in the patient's file.
- The refusal of treatment shall not result in any decisions or procedures that are not related to the patient's health condition, and the service provider in the health facility is obligated to continue providing the appropriate care, even during appointments for the same disease or others, in accordance with the medical standards followed.
- Informing them of other alternative treatments in case of refusal.
- Refraining from performing resuscitation to treat patients with illnesses in accordance with legal fatwas and laws in the Kingdom of Saudi Arabia.



8/ Availability of Material Costs and Health Insurance Policy

- Obtaining approximate information about the expected cost before starting treatment.
- Knowing the limits of health insurance coverage available to the patient and the consequences thereof.
- Answering all inquiries related to the treatment bill, regardless of who will pay it.
- Issuing an accurate invoice for the services provided and related costs.
- Displaying a wall poster of those eligible for treatment.
- Displaying a wall poster describing in a simplified manner the services and related costs.
- Any commercial, advertising or marketing activity shall comply with the ethics of the profession.

9/ Clarity and Comprehensiveness of Forms and Reports

- Authorizing a person to sign on their behalf the medical authorization and to take decisions on their behalf when necessary, with the full consent and knowledge of the patient
- Introducing patients to the information contained in the medical authorization in a clear manner and in understandable terms, with an explanation of the expected negative and positive results as a consequence of the approval or refusal; besides, providing a list of interventions that require a separate medical authorization and keeping the medical authorization in the patient's file.
- Obtaining medical reports that prove

their condition and justify their periods of absence from work in order to guarantee the right to return to work or obtain financial support if they are unable to continue working as well as the right to obtain social benefits from ministries and competent authorities.

10/ Availability of Policies and Procedures for Complaints and Suggestions:

- Submitting oral or written suggestions, requests, inquiries, or complaints, whether signed or not, to the health facility, without any impact on the quality of service provided to them, with the possibility of raising a complaint to various levels in the health facility.
- Availability of policies and procedures for handling complaints, including specifying the entity/entities authorized to receive complaints in the facility, determining the complaints path and the handling policy in place, then submitting periodic reports to all levels on complaints, actions taken, final responses to patients and their satisfaction with that, and studying and analyzing complaints and their causes and solutions.
- Introducing them to the policies, procedures and mechanisms used in the health facility to study complaints and proposals and the expected response time. Inform them of any available information regarding the complaint or proposal, as well as quickening the pace of addressing complaints.



11/ Availability of Policies and Procedures for Organ and Tissue Donation:

- The donation shall be made in accordance with the standards and policies of organ and tissue donation from living or brain-dead donors that are approved by the Kingdom of Saudi Arabia and according to the legal procedures followed.
- It is strictly forbidden to trade human organs. Rewards and support material benefits, subsidies and moral benefits in exchange for donation shall be determined according to the regulations in force.
- Obtaining job benefits, accrued vacations, employment for donors or their immediate family members, as well as supporting benefits from other entities or ministries.
- Providing living donors or legal guardians of the brain-dead with all information and legal fatwas issued by Shariah committees regarding donation.
- Availability of all trained, qualified and specialized personnel in all medical, administrative and psychological fields.
- Respecting the decision of the donor and their families, whoever they are, as well as respecting the donor's desire to withdraw at any moment before the completion of the donation process. Donors shall not be not entitled to demand the organ after the surgical removal.
- Providing the declarations required to conduct the donation process in a clear wording and terms that the donor can understand.
- It is prohibited to donate organs of living patients (under the age of 18, and over the age of 60), even with the consent of the parents.

12/ Participation in Research and Study Programs:

- Patients may be asked to participate in research or study programs related to their condition when the conditions of the research match them and according to the possibilities available for the research.
- The facility shall provide clear and understandable information about the research, study, clinical medical treatment, human-related pharmacological treatment and medicine, and the expected results of participating in it.
- Emphasizing on the ethical, humanitarian and professional controls and rules, as well as adhering to medical procedures that guarantee their personal safety in accordance with the legislation in force.
- It shall be possible to accept or reject participation before or during the research or study.
- A form designated to participate in any research or study shall be made available, and patients shall not be allowed to participate except after they or their legal guardian have signed the form.
- The presence of a committee or body (official/scientific) that authorizes and supervises the research or study.
- The presence of clear mechanisms for how to protect the patients and receive their complaints and opinions during the progress of research or study.
- Ensuring the patients' right to stop participating without affecting their right to treatment and its continuation.
- It is not permissible to conduct medical or scientific experiments on any person or exploit their organs without their free consent and full awareness of the complications that may result from it.



Rights of Patients with Disabilities

In addition to the general rights from 1 to 12

- Providing healthcare for them on the basis of free and informed consent.
- Providing their needs for medical tools and equipment.
- Equality in all health rights without discrimination.
- Equipping the health institutions with all facilities to comply with comprehensive access standards, whenever possible.
- Providing full support and protecting their dignity and all their rights.
- Facilitating their access to health services (therapeutic and rehabilitative).
- Protecting them from exploitation, violence or abuse.

Cancer Patients' Rights

In addition to the general rights from 1 to 12

General health rights for cancer patients:

- The patient alone shall have the right to know the diagnosis, and his/her family members are not entitled to know the diagnosis without the patient's consent.
- The patient shall have the right to file a complaint if his/her diagnosis is disclosed without his/her written consent.
- The cancer patient (adult sane) shall have the right alone to make decisions by agreeing to chemotherapy and radiotherapy, and this does not require the consent of the parent.
- The patient alone shall have the right to make a decision to agree to a surgical intervention, such as a lumpectomy, or a mastectomy; and this does not require the consent of the parent.

Reproductive Health Rights of Cancer Patients:

- A cancer patient shall have the right to be provided with all health information about his/her disease.
- The patient shall have the right to be well informed about the impact of cancer/ cancer treatments on fertility and their chance of having children in the future.
- The patient shall have the right to be well informed about the importance of visiting an infertility doctor and referring them before starting chemotherapy to know the methods of preserving fertility available in the Kingdom.



- The patient shall have the right to know the jurisprudence rulings regulating all fertility preservation methods available locally, or if the treatment is done abroad.

Pregnancy and Cancer:

- A female patient with cancer shall have the right to know her chance of becoming pregnant in the future and when she can become pregnant.
- A woman who is pregnant while suffering from cancer or who is diagnosed with cancer while she is pregnant shall have the right to be supervised by a specialized team of oncologists, obstetricians and pediatrics, as well as the right to discuss the ethical and legal aspects according to her situation.
- Both spouses shall have the right to participate in decision-making after providing them with all the information, i.e. health empowerment so that they are better able to make the decision.

Cancer Patients' Rights at Work:

- A cancer patient shall not be discriminated against or dismissed as long as he/she is able to work.
- The employer shall not be entitled to request information about the patient's health condition except after obtaining the patient's permission.
- The patient shall have the right to leave on the days of taking chemotherapy or for surgery.

Right to Genetic Testing:

- A cancer patient shall have the right to be provided with sufficient information about the role of the genetic factor.
- They shall be referred to a specialist if there is a family history and the woman requests a referral.
- The female patient shall have the right to know the decisions that result from conducting a genetic test before starting it. She shall also be provided with health information that helps her to make the appropriate decision for her and her family.

Cancer Patient's Right to Pain Treatment:

- The patient, especially advanced cases, shall have the right to receive pain medication to live and die in peace.
- He/she shall have the right to participate in private medical decisions
- Treating pain and enabling the patient to choose from all their health-related options.

Right to Palliative Treatment:

- The patient shall have the right to be provided with specialized care in the final stages of the disease.
- The patient shall have the right to be supported psychologically and religiously.

Right not to Resuscitate:

- It is the right of the patient, according to his/her health condition, to present the matter to them medically and in line with the Shariah decisions.
- The patient shall have the right to be



treated kindly when being notified and taking into account their situation; and the manner of notification shall be according to the patient's age, health and psychological condition, and according to what the doctor deems with his/her experience of the patient's ability to understand and tolerate the information.

- The patient shall have the right to make the decision or delegate the decision on their behalf in writing.

Rights of Young Cancer patients

Due to the specificity of this age group, especially in this type of disease, and their unique structural medical, social and economic needs, this article has been allocated. In addition to what was mentioned in articles (1 to 12) and the previous articles about the rights of cancer patients, this category includes rights that must be taken into consideration:

- The right to prevention: through educating them about cancer and early detection programs.
- The right to prompt diagnosis and treatment of suspected and confirmed cases.
- The right to qualified multidisciplinary medical professionals with significant experience in treating cancer of this age group.
- Receiving psychological and social support as well as friendly treatment by specialists.
- Fertility preservation and providing information and advice on the short and long term effects of cancer as well as the treatments that affect fertility.



Rights of Acquired Immune Deficiency Syndrome (AIDS) Patients

- The rights of AIDS patients are not different from the rights of patients in general, and the importance lies in focusing on the following points:
- In addition to the general rights from 1 to 12
- The patient shall be entitled to be respected and appreciated (greeting, communication, and others).
- Taking into account privacy and confidentiality to a high degree, knowing that the husband or wife has the right to know if the other party is a carrier of the virus.
- The patient is entitled to see the medical record and request a copy of the medical record.
- The patient shall be entitled to be given sufficient time from the medical staff in the various stages of diagnosis and treatment and all stages to explain and educate the patient about the diagnosis, its mechanisms, treatment plan, consequences and alternative treatments according to the latest evidence-based medical methods.
- The AIDS patient shall be entitled to be provided with counseling and psychological support services.
- Facilitating the procedures for obtaining appointments and reports when visiting any desk at the health facility.
- The patient shall be entitled to be treated appropriately and not to overreact to substances to which universal precautions do not apply: stool - nasal secretions - phlegm - sweat - tears - urine - vomit.
- The patient shall be entitled to the fact that medical care provider follow and explain the universal precautions application mechanisms.
- The patient's immediate family members (wife and children) shall be entitled to receive the necessary examination.



Mental Patients' Rights

In addition to the general rights from 1 to 12

- Protecting them from all forms of abuse and physical, psychological and verbal violence.
- Their freedom shall not be restricted by any means, and they shall not be placed in an isolated room without a medical reason.
- Receiving therapeutic services in the easiest way by allocating psychiatric clinics in the health facility.
- Availability of educational and rehabilitation means that are appropriate for their abilities when they stay for a long period in the health facility.
- No person may be compelled to undergo a medical examination aimed at determining whether or not they have a mental illness, except in accordance with a procedure authorized by judicial authorities, in accordance with the provisions of the mental health care law.
- Mental illness shall only be determined according to internationally recognized medical standards, and it is not permissible to be decided on any basis that is not directly related to their mental health condition. The illness shall not be considered permanent even if he/she is treated in a mental center or clinic.
- When treatment is carried out in a mental health facility, the patient shall be entitled to be treated near his/her home or their family's house whenever possible, and to return to their community as soon as possible.
- They shall be treated in the least restrictive circumstances.
- They shall be treated on the basis of a plan developed for each patient individually or in discussed with their guardian, reviewed regularly, and modified according to the development of their condition and response.
- Providing care in accordance with the ethical standards relating to mental health practitioners and medical ethics standards relating to the role of health workers, particularly physicians.
- Specialists shall prescribe the treatment and medication, and the medications must meet the patient's health needs in the best way and not as a punishment.
- No temptation with treatment shall be given, except for a patient who is unaware of their condition and whose legal guardian agrees on their behalf, to a patient without their informed consent that is obtained freely without threat or after providing all the information necessary to make an informed decision.
- The patient may request the presence of a person or persons of their choice during the consent process.
- Urgent intervention to give them treatment if decided so by mental health doctors.
- Informing the patient of treatment if their consent was not taken, and involving them in the treatment plan by any means possible.
- Physical restraint or involuntary isolation of a patient shall only be used in accordance with officially approved procedures of a mental health facility, and only when it is the only available means to prevent immediate or imminent harm to the patient or others.



This procedure shall only last within the period strictly necessary to achieve this purpose. All physical restraints or involuntary isolation, their causes, nature, and extent shall be recorded in the patient's medical record. The restrained or isolated patient shall be kept in appropriate conditions and under close and regular care and monitoring by qualified clinic personnel. The legal guardian (if any) shall be notified of any physical restraints or involuntary isolation of the patient.

- Sterilization (permanently preventing the ability to have children) shall never be performed as a treatment for mental illness.
- Clinical trials and experimental treatments shall never be performed on any patient without his/her informed consent, with the exception of the case of the patient's inability to give informed consent.
- Recognizing their legal capacity before the law wherever possible, taking into account their privacy, and giving them freedom of communication and the freedom to receive visits.
- Respecting their religion and belief.
- The environment and living conditions in mental health facilities shall be as close as possible to the normal conditions of life lived by persons of similar age.
- Mental health asylums shall include facilities for recreational and leisure activities, facilities for education, shops that sell things necessary for daily life and communication, and facilities for the patient to engage in work that suits their social and cultural background. The patient shall, under no circumstances, be subjected to compulsory work, and they shall be allowed to choose the type of work they want to perform.

- In the event the patient needs treatment in a mental institution, every effort shall be made to avoid being admitted against their will.
- The procedures for entering the patient into a mental health facility shall be carried out in the same way as entering any other health facility for any other illness.
- Every patient who is admitted to a mental health facility against their will shall be entitled to leave at any time, unless the criteria relating to the detention of patients against their will apply to this specific patient.
- Nobody shall be admitted to a mental health facility against their will as a patient, or kept as a patient against their will in a mental institution after being admitted as a patient of their own choosing, unless a physician qualified in the field of mental health and legally licensed to practice in this field decides, and his/her decision is that the person has a mental illness, and that he/she sees the following:
 - There is, due to this mental illness, a serious possibility of immediate or imminent harm to that person or other persons.
 - The failure to admit this patient or be detained may lead to a serious deterioration in his/her condition or to prevent him/her from being given appropriate treatment that can only be given by admission to a mental health facility, in accordance with the principle of the least restrictive alternative solution.
 - Consulting another practitioner in the field of mental health who is independent of the first doctor; and if this consultation takes place, the person may not be admitted or



detained against his/her will except with the approval of the second practitioner.

- The admission or detention of a person against his/her will shall initially be for a short period as stipulated by the local law for initial observation and treatment, pending an examination body to consider the admission or detention of the patient. The reasons behind admission or detention shall be communicated to the patient without any delay, and the admission or detention and its reasons shall be immediately and in detail reported to the examination body, to the patient's legal guardian (if any), and the patient's family unless the patient objects to that.
- The mental health facility shall not receive patients who have been involuntarily admitted unless the competent authorities, according to the law, have assigned the facility to do so.
- The examination board shall periodically review the cases of patients who are detained against their will.
- A patient detained against his/her will shall have the right to submit a request for a re-examination at reasonable intervals in order to be released or transferred to a voluntary detention situation.
- Any patient detained against his/her will must be released when the reasons for detention end.

Rights of COVID-19 Patients and Suspected Cases

In this section, reference will be made to some of the rights and duties of Covid 19 patients or suspected cases, in addition to the general rights and duties included in the bill of patients' rights and duties:

- In implementation of the honorable Royal Order, all people infected with the COVID-19 or suspected of being infected shall be entitled to receive health care in terms of free diagnosis and treatment in hospitals and medical centers for citizens, residents, and violators of residency regulations, according to the approved protocols for handling with such cases.
- Ensuring that the service provider follows the safety instructions for the procedure or medical examination.
- Access to health care in a safe, clean and sterile environment suitable for patients infected with COVID-19.
- Providing visitors and patients with the appropriate environment that achieves the psychological and physical comfort of the patients and promotes recovery during the treatment period in the health facility.
- Protection from psychological harm, reprimand and reproach by the team supervising the case.
- Ensuring that the patient or the legal guardian is well informed about all information related to the patient's health status and condition in a clear and adequate manner and in an understandable language.



- Those infected and in contact shall receive all health information necessary to deal with the risk of infection in order to be directed to follow the appropriate health procedures, which ensures the safety of everyone according to the approved protocols to deal with such cases.
- Providing health care to ensure the preservation of human dignity without prejudice to religious and sectarian beliefs or cultural and social backgrounds.
- Providing complete privacy and confidentiality of information, whether the information is related to diagnosis, analysis or treatment, as well as preventing its access to any parties or persons without the consent of the patient or legal guardian, except for what is officially requested by the competent authorities.
- Medical or scientific experiments or drugs that are not approved must not be conducted or given to any patient. The exploitation of the patient's organs shall not be done without their full consent and full awareness of the complications that may result from it.
- Enabling patients in isolation departments to communicate with their families and providing effective communication channels for patients in critical care.
- Enabling patients in isolation departments to have effective means of communication with the medical team.
- The right to submit suggestions or complaints to the facility or the treating team through health care stations.
- The presence of an appropriate mechanism to educate and provide health advice to the patients and their families about the treatment plan.
- Enabling patients or their companions to obtain the necessary medical reports or sick leaves, according to the regulation in force.



procedures and recommendations to be followed in case of associated diseases.

- Conducting preventive, diagnostic and therapeutic examinations for infectious and non-communicable venereal diseases and emphasizing confidentiality and privacy in sexually transmitted diseases, except as required by the applicable laws and procedures.
- Obtaining health and legal advice if the woman desires to do family planning and obtain contraceptive methods according to medical supervision and by trained hands in health centers and hospitals. Such services shall be free of charge in health centers and hospitals affiliated with the Ministry of Health.
- Obtaining legal and health advice for abortion in the case of pregnancy associated with very dangerous diseases and in the event of a severe threat to the life of the pregnant woman or the fetus and confirming this through a committee of three consultants and supporting it with an urgent fatwa decision from the medical legal committee.
- Assisting in childbearing in cases of delayed pregnancy according to Sharia and law, as well as providing financial and moral assistance by the health facility in accordance with the regulations governing this aspect.
- Obtaining clinical and complementary examinations to prevent cancer and osteoporosis diseases, especially with the presence of risk factors.
- Providing specialized rehabilitation programs for therapeutic and preventive cases.

Pregnancy and Childbirth

- Receiving health care before, during and after pregnancy and childbirth, conducting routine prenatal examinations, whether (natural or cesarean delivery) and assisting with referral to specialized centers when needed.
- Awareness, education and access to scientific and educational materials to prepare for pregnancy and childbirth, as well as encouraging breastfeeding in health facilities and giving medical advice and breastfeeding instructions during pregnancy, its late stages and after giving birth.
- Providing during the early pregnancy stage (when opening the pregnancy file) complete and clear information about the benefits and risks of pregnancy tests and treatments, and all other reasonable options, including the costs of the procedures.
- Women shall be entitled to choose the details of their natural birth such as birth plan (instinctive birth, etc.) from a full range of options available on the basis of complete and revised information about the benefits and risks of each method. The medical team shall also be specialized and skillful in childbirth, besides the availability of qualified personnel specialized in the complications that may arise.
- Providing a safe environment that ensures a decent and respectful birth at all times, preserves the dignity of women and guarantees them the right to choose a midwife or doctor providing maternity care (according to the resources available to the facility). The medical team shall also be specialized and skillful in natural childbirth, besides the availability of qualified personnel specialized in



complications that may arise.

- Maintaining privacy and emphasizing the covering of the private parts (giving birth in a private room or a designated space that is concealed from the rest of the patients or any person who is not part of the medical team supervising the case).
- Receiving appropriate analgesics for pain as necessary and according to the medical viewpoint.
- Receiving maternity care appropriate to her cultural and religious background, as well as having information in a language of communication that she understands.
- The possibility of a member of her family accompanying her during all stages of her maternity care (according to the applicable laws and regulations and the places where they are allowed to be).
- Receiving ongoing social, emotional, and physical support during labor and delivery from caregivers who have been trained in labor and delivery.
- Giving birth without medical interventions and providing all methods and ways to relieve natural labor pains (according to the appropriate methods) in accordance with the medical necessity.
- Freedom of movement during labor, unless her health condition or the condition of her fetus requires otherwise.
- The perineum shall not be cut during childbirth unless necessary after getting your verbal consent and providing you with the information and options available to you
- Almost uninterrupted contact with her newborn from the moment of birth, as long as she and her baby are in good health and do not need care that requires separation.
- Women aged 18 years and over shall

be entitled to make decisions about medical care, accept or reject treatment, and participate in informed decisions that involve their health care and do not require the guardian's consent.

- Women shall be enabled to file a complaint to hold the negligent accountable when experiencing a birth that does not comply with the equipment and conditions of the Ministry of Health that must be provided in the health facility.
- Obtaining a complete copy of the available records about pregnancy, labor and delivery, as well as postpartum and breastfeeding care.
- Women shall be entitled to consent to the entry or exit of her family's minor patients under the age of 18 or who are incompetent to and from the health facility.
- Women aged 18 years and over shall be considered authoritative on her own and capable of signing her own admission and discharge declarations as well as the medical permission for any medical procedure or medical intervention.
- A patient who is physically unable to sign the admission and discharge declarations and medical permission shall be entitled to authorize whomever she wishes to sign on her behalf.
- A woman aged 18 years and above shall be entitled alone to accept or refuse to sign the medical permission for her own surgical operation and does not need the consent of the guardian (for example: to sign and approve or not to perform a C-section).



Responsibilities of Patients, Family Members, and Companions

- They shall familiarize themselves with their responsibilities and abide by the procedures and policies followed in the health facility, which are designed in accordance with the regulations, laws and medical and legal procedures to achieve the interest of other patients, companions and the community, as well as educating their visitors on their responsibilities and ensuring proper implementation.
- Property of the health facility and others shall be preserved.
- The health institution's facilities and equipment shall be used safely and correctly.

Follow the regulations and instructions, including:

- Provide a proof of the patient's identity.
- Give complete and accurate information about the patient's personal, health and disease data.
- Inform the doctor of any confirmed or possible hereditary diseases and any infectious diseases among those in contact.
- Notify health service providers of the patient's previous surgeries and his/her visits of other health facilities.
- Report any change in the patient's health condition.
- Inform the attending physician of any lack of understanding of the treatment plan and prescribed interventions.
- Provide complete and accurate information about the patient's health insurance coverage and be held responsibility in this regard.
- Female patients shall report their pregnancy status to protect them from radiation, anesthesia, or any procedures that may affect them or their fetuses.
- Patients shall report any cardiac stents, orthodontic braces, or the like during imaging that may affect their health.
- The patient or their family shall pay the bills for treatment in private facilities.
- Follow the prescribed treatment plan, and in the event of refusal or failure to follow the instructions, the patient or the legal guardian bears responsibility for this and the consequences and complications that it entails.
- Treat all staff, other patients and visitors with courtesy and respect.
- Commit to general rules and respect for the religious, intellectual and sectarian beliefs of others.
- Respect the privacy of others.
- Follow the regulations and guidelines for the health facility.
- Follow the safety and security regulations and instructions in the health facility.
- Commit to appointments and contact the appointments department in the event of inability to attend.
- Commit to implementing the decision to transfer to another place or leave as decided by the treating physician.
- Commit to the no smoke rule in all areas of the health facility.
- Inform the admission officer, the



concerned staff and medical personnel about the treatment in case of being infected with an infectious disease (such as the acquired immunodeficiency syndrome (AIDS) or hepatitis B and C and others).

This is due to the importance of taking the global precautions that benefit them as well as those in contact and the medical staff without affecting their treatment, diminishing their rights, affecting their treatment plan, or isolating them without valid reasons.

Visitors' Responsibilities

- The visit shall not negatively affect the healthcare provided to the patient or other patients, or violate their privacy or security.
- Stop visiting in case the visitor is infected with infectious diseases to minimize the infection and its spread.
- Commit to the announced visiting hours and not to bring things that are not allowed in the health facility, including not bringing food to patients' rooms or places of treatment, except in cases permitted by the facility due to the patient's condition.
- Commit to the rights of the patient for visitors in terms of their right to prevent or allow specific visitors and persons or the number of visitors at one time or times of visit.
- Adhere to the policy of visiting the intensive care unit departments due to the necessary privacy for these patients.
- Commit to the policy of visiting isolation wards due to the necessary preventive care for these patients. Such visits shall only be with the company of the nurse on duty.
- Maintain the cleanliness of the place and property during the visit, and not disturb others.
- Treat all staff, other patients and visitors with courtesy and respect.
- Commit to the general rules and respect for the religious, intellectual and sectarian beliefs of others.



- Respect the privacy of others.
- Follow the regulations and guidelines for the health facility. For example, (emergency situations and full alert)
- Adhere to the laws prohibiting smoking
 - alcoholic beverages - conduct disorder
 - drugs.
- Follow the safety and security regulations and instructions in the health facility.
- Possession of weapons in hospital is prohibited except for law enforcement personnel.
- Visitors are not allowed to visit patients in the resuscitation department, and after performing surgeries. Exceptions to these can be made by the nurse in charge in critical cases.
- Visitors shall adhere to the specified number of visitors, for example (patients are allowed to receive two visitors at one time) according to the facility's policy.
- Any visitor under the age of 12 must be accompanied by an adult.
- Photography is not allowed in the health care departments of patients, including taking pictures with mobile phones.
- The health facility shall be entitled to restrict the right of visitation (even during the permitted visiting hours) in cases of communicable infectious diseases (such as influenza, measles, mumps, chickenpox, etc.).
- When the patient is undergoing therapeutic or health care interventions.
- When the visit overlaps with the healthcare provided to other patients.
- Existing court orders restricting communication from the hospital.
- Disruptive behavior or threats of violence of any kind.
- The patient's need for comfort or privacy.
- Violation of minimum age requirements for child visitors.
- Patients referred to with certain observations (such as suicide cases, psychiatric facilities, etc.).
- Visitors are required to wear appropriate clothing according to the health facility policy (certain departments or the entire facility).
- The health facility shall be entitled to refer any visitor with inappropriate behavior or who does not respond to instructions to the nursing officer, security or police officer.



Patients' Rights in Reception

- Patients and their family shall be treated with respect by all reception staff.
- Estimating the patient's approximate waiting time.
- Knowing the name and specialty of the treating physician.
- Providing suitable waiting areas.
- The environment shall be clean and sterile.
- Taking into consideration the privacy and confidentiality of the patients or visitors.
- Patients or their family may ask to change the doctor, if possible.
- Maintaining private and official patient papers.
- Determining the date that suits the patient as much as possible.
- Providing assistance to people with special needs, the disabled, the elderly, and patients with chronic diseases.

Patients' Responsibilities at Reception

- Respect the facility's employees.
- Preserve the facility's property.
- Maintain the cleanliness of the place.
- Maintain calm.
- Take into consideration the privacy of other visitors.
- The patients or their family shall be fully responsible for the accuracy of the information provided.
- Communicate with the concerned authority to report a problem.
- Violators shall be held accountable according to the regulations.



Patients' Rights in Laboratory Department

- Introducing the service provider to the patient.
- Providing an appropriate service to the patient or clients with respect, appreciation and dedication.
- Providing appropriate place and facilities for people with special needs and the elderly.
- Availability of equipment, tools, supplies and an appropriate environment for children.
- Providing separate waiting rooms and specimen collection room for both men and women.
- Providing an interpreter between the patient and the service provider if the situation requires.
- Providing same-gender service upon request when needed.
- Preserving the patient's privacy in terms of the type of examination and confidentiality of data and information.
- The patient shall receive a full explanation of all medical examinations, including cautions and instructions, before and after the examination, and answers all questions.
- Clarifying the required examinations, their availability, and the date of issuance of the results.
- Keeping a record of the results with the possibility of obtaining a copy.
- Providing a safe and sound environment by providing security, safety and

infection control policies to protect the patient from any harm.

- Refusing to speak or meet with any non-specialist individual.
- Making the decision to complete or refuse the procedure, provided that such refusal is not life-threatening.
- Specialists or emergency department shall inform the patient in case emergency situation occur, God forbids.
- Providing a copy of the regulations and instructions of the Department of Medical Laboratories and Blood Banks for perusal and reading.
- Asking the patient for a written consent if the situation requires.
- Demonstrating how to submit and follow up on complaints and suggestions.



Patients' Responsibilities in Laboratory Department

- Provide proof of the patient's identity.
- Provide all complete and accurate information about the patient and his/her health status, including medications and chronic diseases.
- Respect all laboratory personnel, observe the rights of other patients, and not cause any physical or psychological harm.
- Commit to the general rules and respect for the religious, intellectual and sectarian beliefs of others.
- The patient or the client must abide by and respect the regulations and instructions of the laboratory and blood bank.
- Commit to appointments and contact the laboratory in the event of inability to attend.
- Follow the instructions and guidelines provided in advance, and in the event of failure to follow, the patient bears responsibility for any consequences.
- Preserve public property and the property of others.



Patients' Rights in Pharmacy Department

- Respectful treatment.
- Respecting privacy in handling patient information.
- Providing adequate explanation of the treatment, side effects (if any), and how to use store it in a language that the patient understands.
- Providing a means of communication and inquiry or complaint.

Patients' Responsibilities in Pharmacy Department

- Respect the facility's employees.
- Preserve the facility's property.
- Maintain the cleanliness of the place.
- Maintain calm.
- Taking into consideration the privacy of other clients.
- Patient or their family shall be fully responsible for the accuracy of the information provided.
- Provide the pharmacist with the necessary information.
- Communicate with the concerned authority to report any problem.



Patient Rights in Radiology Department

- Respectful treatment.
- Maintaining complete privacy of the patient during the examination.
- It is not recommended to do radiological examinations if an appropriate alternative is available and for a clear medical reason.
- The patient shall be entitled to obtain a copy of the radiological examinations that were conducted in any other hospital in order to benefit from them and avoid re-examination. It is not recommended to repeat the radiology examinations except in the case of a medical need determined by the treating physician.
- Providing all means to ensure a safe examination for the patient by applying the latest technologies, devices, equipment and methods of examination, as well as providing consultations and support to doctors in order to reach an accurate final diagnosis.
- The patient shall be entitled to have an appropriate and suitable place available while waiting.
- Providing the necessary care for the patient after the examination, such as not allowing the patient to leave the radiology department until after making sure that their condition allows this, especially in the contrast dyes tests.
- The radiology department shall work as much as possible to provide same-gender personnel to perform the radiological examination of the patient



or to have a same-gender companion during the test.

- The staff in the radiology department may not expose any part of the patient's body except to the extent required by the nature of the examination.
- The patient shall have the complete freedom to know the name of the person who will perform the examination.
- The radiology department shall be committed to implementing infection control policies.
- Concerning examinations that require the patient or their family to sign a separate declaration, the patient shall be entitled to be introduced to the information contained in the declaration in a clear and understandable manner. Furthermore, an explanation of the expected negative and positive effects as a result of the examination; then, the patient shall be entitled to accept or reject.
- The patient shall be entitled to refuse the examination provided that he/she sign it, and they also shall be entitled to know the appropriate examination alternatives.
- The patient shall be entitled that their own x-rays not used in research and studies without their permission.
- Availability of caution signs that help patients avoid harm. Examination of pregnant women shall only be done in certain circumstances, taking all necessary precautions.
- The patient shall be entitled to be educated about the nature of the examination that will be performed, the appropriate methods of preparation, the benefit of the examination, and the complications that may result from the examination, either through direct face-

to-face education or by using other effective means (such as brochures) when available.

- Maintaining confidentiality of personal patient information.
- Sometimes and in some radiological examinations, the patient may need to change their clothes, so we shall provide each patient with special clothes suitable for the nature of the examination.
- The radiology department shall provide the patient with a special place to keep their personal belongings during the examination to protect them from damage and theft.
- The elderly are a crown on our heads.. We appreciate them, take into account their psychological feelings, and provide them with appropriate, fast and safe service.
- Our children are the flowers of our lives. We deal with them professionally and provide them with the appropriate environment that helps them adapt during the examination and protect them from all kinds harm.
- People with special needs have a special place in our hearts... We care about them and take into account their feelings.
- The Radiology Department welcomes complaints and you are entitled to know the path of the complaint without having any negative impact on the service provided to you.



Patient Responsibilities in Radiology Department

- Respect the facility's employees.
- Preserve the facility's property.
- Maintain the cleanliness of the place.
- Maintain calm.
- Take into consideration the privacy of other clients.
- Patients or their family shall be fully responsible for the accuracy of the information provided.
- Provide the staff with the necessary information.
- Communicate with the concerned authority to report any problem.

Patient Rights in Clinics

- Treatment with respect and appreciation.
- Receiving treatment based on evidence-based medicine.
- Complete confidentiality regarding diagnosis and treatment.
- Communicating in a language that the patient understands.
- Knowing the name of the doctor and the treating team.
- Taking all safety measures.
- Implementation of all infection control standards in the clinic.
- Discussing the patient's treatment plan.
- Ease of obtaining patient health information (records).
- Estimating the waiting time to see a doctor.
- The patient shall be entitled to request a referral to a specialized doctor if there is a need for specialized care.
- Obtaining guiding information and switching to auxiliary specialties such as nutrition if necessary.
- Knowing their responsibilities as a patient.
- They shall be entitled to claim their rights as a patient without any restrictions.
- Providing a clean and sterile environment during diagnosis.
- Discussing any matter with the patient and obtaining informed consent before any procedure is undertaken.
- Explaining the mechanism of emergency treatment cases to the patient.

Patient Responsibilities in Clinics

- Respect the facility's employees.
- Preserve the facility's property.
- Maintain the cleanliness of the place.
- Maintain calm.
- Take into consideration the privacy of other clients.
- Patients or their family shall be fully responsible for the accuracy of the information provided.
- Provide the staff with the necessary information.
- Communicate with the concerned authority to report any problem.

Patient Rights in Private Facilities

- Any facility that provides health services must be licensed by the Ministry of Health (put the license in a prominent place clearly showing the specialty and working hours)
- Any health practitioner must wear a work ID and hold a registration and classification from the Saudi Commission for Health Specialties as well as a license to practice the profession from the Ministry of Health.
- The facility shall be committed to applying the infection control and sterilization system as well as the waste disposal system.
- Opening the file for free.
- The building shall have entrances and exits for people with special needs and facilitate their movement inside the building.
- Allocating suitable places for men and women and providing suitable furniture and potable water.
- Seeing the approved health services' prices in a prominent place, or posting the approved prices online or in hard copy.
- Providing an approximate report on the cost of treatment before starting the services offered to the patient.
- Providing a final detailed statement to clients about the type of treatment, services provided, and cost of each individual one.
- Availability of an appropriate number



of elevators to transport patients' beds if the hospital consists of two floors or more.

- Providing proper hygiene.
- Availability of emergency medicines in the health facilities.
- A consultant must be available in general or specialized complexes in the following areas (Riyadh, Makkah, Medina, Jeddah, Dammam, Khobar)
- The necessity of determining the fee for the operation and informing the patient before performing it in a written form signed by the patient and kept in their medical record.
- The facility shall be obligated to provide emergency treatment for all serious emergency cases that come, without any financial claim before providing treatment.
- No private health institution shall be entitled to keep the original identification papers or to hold patients, newborns, or the bodies of their deceased in return for financial claims.
- It is prohibited to photograph patients without the written consent of the patient, and it shall only be for scientific purposes.
- Preserving the privacy of the patient and covering their private parts, except for the necessity specified by the doctor.
- Obtaining a medical paper prescription if the institution's system is electronic; and it shall be written with the scientific name. Alternatives shall be presented to the same drug and, so the most appropriate one can be chosen.
- You shall be entitled to maintain the confidentiality of your information related to your medical file, analysis and treatment.
- The patient shall be entitled to be provided with an Arabic translator.
- When paying the for the examination at the doctor's office, your free second visit shall be within 7 days.
- Appropriate clothing and sterile medical equipment must be provided when dealing with the patient.
- You shall be entitled to know the name and specialty of the doctor, nurse and everyone responsible for your treatment.
- You shall be entitled to refuse or stop treatment within the limits permitted by the regulations, and you will be informed of the health consequences and responsibilities resulting from this refusal; and you will be asked to sign a declaration prepared for this purpose.
- You shall be entitled to refuse to be examined or seen by a person who is not directly responsible for providing the healthcare.
- You shall be entitled to discuss the costs of your treatment with the persons concerned.
- In the event that a bed is not available for those eligible for treatment with an emergency condition, they shall be entitled to be referred to a private hospital at the expense of the Ministry of Health.
- You shall be entitled to file a complaint about any deficiencies you see in private health institutions by calling 937.
- It is forbidden to compel the patient to go to a specific pharmacy, hospital or laboratory; and the patient has the right to choose.
- You shall be entitled to refuse to participate in research when it is offered to you or to withdraw from participating in any research that you have previously

committed to, and your withdrawal from participating in the research will not affect the level of health care provided to you.

- The consultant doctor shall visit you within 24 hours of entering the hospital and on a regular basis thereafter.
- The health practitioner shall not be entitled to apologize for continuing the treatment after observing an apparent harm to the patient.
- Do you have a complaint or feedback on a private health facility? Call 937.
- Adequate procedures shall be in place to protect the patient's property from theft and damage.
- Smoking is prohibited in all health facility facilities.
- Respecting the patient's personality by using their personal name on the official papers and not giving them any other identification.
- Informing the patient of other alternative treatments in case of refusal.
- Taking care of patients (children - mental patients - elderly patients - people with special needs).
- Introducing all departments of the facility through guiding boards.





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