



Patient Rights and Responsibilities Policy

Seven rights, five responsibilities, displayed and applied

Facility	
Policy owner (role) · approved by · date · review date	

Commitment

This facility recognises that every patient has the right to access, safety, respect, partnership, information, privacy and feedback (the ASF Patient Charter), and it displays these rights at every entrance and in every patient information pack.

Rights in practice

Access without discrimination on any ground. Safe care by trained staff. Dignity, and care that respects culture, beliefs and choices. Involvement in decisions to the extent the patient chooses. Clear information about condition, options, costs and what went wrong if it did. Confidentiality of personal health information. The right to comment, complain, and be answered — including through the independent Patient Voice channel.

Responsibilities

Patients are asked to give accurate information, to follow the agreed plan or say why not, to treat staff and other patients with respect, to keep appointments or cancel, and to pay agreed charges.

Special situations

Children, people who lack capacity, people who do not speak the language, and people in restraint or isolation have the same rights, exercised with a representative or interpreter.

Accountability

Every staff member is trained on this policy at induction. Breaches are reported as incidents. The Patient Council reviews complaints about rights monthly.

Approved by (name, role)	Signature	Date

Template from the ASF Policy Starter Pack. Adapt to national law; keep the ASF block; note what you changed.

ASF standards: Universal Floor — non-discrimination; Standard 2 — patient rights; Patient Voice