

UNITED ARAB EMIRATES
MINISTRY OF HEALTH & PREVENTION
OFFICE OF THE MINISTER

Ministerial Resolution No. (14) of 2021
on the Patient's Rights & Responsibilities Charter

The Minister of Health and Prevention:

After perusal of Federal Law No. (1) of 1972 on the Jurisdictions of Ministries and the Powers of Ministers;

Federal Law No. (5) of 1984 on the Practice of Some Medical Professions by Persons other than Physicians & Pharmacists;

Federal Law No. (4) of 2015 on Private Health Facilities;

Federal Law No. (5) of 2019 on the Regulation of the Practice of Human Medicine Profession;

Federal Law No. (7) of 2019 on the Medically Assisted Reproduction;

Federal Law No. (8) of 2019 on the Medical Products, the Profession of Pharmacy and Pharmaceutical Facilities;

Federal Decree-Law No. (4) of 2016 on the Medical Liability;

Cabinet Resolution No. (6) of 2013 on the Organizational Structure of the Ministry of Health;

Cabinet Resolution No. (20) of 2017 on the Adoption of Unified Standards for Health Profession Licensing at the country Level;

Cabinet Resolution No. (40) of 2019 on the Executive Regulations of Federal Decree Law No. (4) of 2016 on Medical Liability;

Ministerial Resolution No. (142) of 2018 on the Identification of Medical Professions and its Associated Professions;

And according to the requirements of public interest;

Have promulgated the following Resolution:

Article 1: The Patient's Rights & Responsibilities Charter annexed hereto shall be approved.

Article 2: This Resolution shall be published in the Official Gazette and shall come into force as of the day following the date of its publication.

Issued on 28/01/2021

**In case of any misinterpretation, the Arabic version of this legislation prevails.*

Annex to Ministerial Resolution No. (14) of 2021 on the Approval of the Patient's Rights & Responsibilities Charter

Patient's Rights & Responsibilities Charter

The provision of health services to patients in UAE is constantly evolving to provide health care in accordance with the highest quality levels, as well as to achieve the highest standards in the field of patient satisfaction and welfare. This Charter has been developed to ensure the patient's right and empowerment to support and improve the services provided to the patient.

This Charter includes all the rights enjoyed by the patient while receiving the health service, as well as his responsibilities towards the health facility. Rights in their modern concept cannot be realized, absorbed or enforced without being associated with the corresponding responsibilities that help giving effect to those rights, in a delicate balance between rights and responsibilities, which eventually having positive outcomes for all persons in terms of the type and quality of the health services provided. This Charter has been prepared in a simplified manner, reflecting the relevant legislation and to ensure that the message is easily communicated to all segments of society in order to achieve the desired objectives. The patient is intended to be the person receiving the services provided by the health facility, whether it is preventive, curative, or rehabilitative service.

First: General Principles

1. Every person has the right to the protection of his health in the best possible circumstances, without distinction as to religion, gender, color, age or socio-economic status, taking into account the specificity of certain categories of patients, whose health status requires priority to be medically served in accordance with the applicable legislation, such as emergencies, disabled and elderly persons, children and pregnant women.
2. Health facilities shall open their doors to all patients, within the limits of the applicable legislation.
3. Health facilities shall, within the available resources, ensure that patients are well received, accompanied and provided with the best services, while respecting their rights and freedoms and alleviating their suffering and pain.
4. Health facilities, when undertaking emergencies, shall give priority to the provision of health services as required by the health status of patient, according to the scientific principles recognized in this field, provided that administrative and financial matters are be subsequently settled.
5. Health facilities shall place guide and directional signs that allow service recipients and other visitors to know the places and departments of the health facility. Health facilities shall also provide the means that enable them to submit their proposals for consideration. Health Facilities shall also undertake to consider and respond to their feedbacks and complaints.
6. Health facilities shall provide translation services to patients who are not able to understand the attending physician's language.

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7. Health facilities shall take appropriate measures relating to accessibility for disabled persons and persons with reduced mobility to their premises and to the services, and shall provide such services to them under the best possible conditions.
8. Every person shall acknowledge the patient's freedom to choose the health facility he/she wishes to deal with to receive health services, taking into account the special provisions stipulated in the various social security or health insurance regulations.
9. The patient shall respect his/her responsibilities towards the health facility and its personnel and comply with the relevant legislation.
10. Health facility must deal seriously with patients' complaints, investigate and provide a written response to the complaint's result.
11. Health facility shall provide the equipment and take the necessary measures to preserve the patient's property while being inside the premises of the health facility.
12. Health facility shall respect the patient's religious beliefs, cultural backgrounds and social aspects and privacy in a manner consistent with the health procedures required by his/her health status. The patient shall be entitled to a respectful treatment while undergoing physical examination and treatment.

Second: Patient Rights

- Health facility and health professionals shall respect the patient's dignity and shall enable the patient to obtain a copy of the Patient's Rights & Responsibilities Charter, as well as access to service and healthcare in the language they choose by providing an interpreter, when necessary.
- Health facilities shall respect the patient's privacy, protect the information and data in his /her health file, social status, confidentiality of correspondence, communications, and provide amenities without inconvenience and defamation, as required by the applicable legislation.
- Health facilities and health professionals shall ensure the health protection of members of society within the respect of the basic human rights and safety of patients receiving their services.
- Physicians and all health professionals shall use all available means and possibilities to provide the best possible and appropriate services for the patient's health.
- The right to health services is a basic right of all members of society, regardless of social status, within the limits stipulated by the applicable legislation.
- All patients have the right to be treated, listened to and advised by a physician in the same manner without discrimination.
- The patient has the right to know the identity of attending physician(s) or health team with that the patient deals with and to know the specialization of each of them.
- Health facilities shall ensure the continuity of health service provision to the patient, and the health staff shall follow up on the implementation of the service initiated as long as the patient's health status so requires.
- Health facilities shall ensure the admission of the patient who visits facilities such to receive their services and, if unable to do so, ensure that the patient is admitted

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to another health facility in which the conditions and requirements for health care are met.

- Health staff shall take into account the risks that may arise from prevention, treatment, detection or diagnosis activities with constant keenness to achieve the desired benefit of the provided health service.
- The patient has the right, if he/she is conscious and able to express his/her opinion clearly, to refuse to receive the health service, taking into account the special cases stipulated by the applicable legislation.
- Health facility and its personnel shall respect the patient's desire and shall not violate his/her freedom to discontinue receiving the health service, unless his/her condition constitutes a threat to himself/herself, the others or the public health.
- The patient has the right, on his/her personal responsibility, to leave the health facility and not to initiate or follow up on the implementation of the health service specified, subject to the exceptions stipulated by the applicable legislation.
- The patient has the right to be prescribed treatment, including treatment procedures, surgical interventions, etc., and the quantities of drug, its side effects and its route of administration are clearly defined. The patient has the right to know the reason for undergoing various examinations and treatments. Any action taken when providing health services is recorded in his/her health file.
- The patient has the right to know the nature and severity of his/her illness and to be informed of it, unless his/her interest requires otherwise, or if his/her psychological condition does not permit to be informed of the same, in which case his/her legal representative must be informed.
- The patient has the right to obtain a medical report on his health condition and the accurate results of examinations. He/she also has the right to obtain a copy of his/her health file.
- Health facility must perform the necessary laboratory tests and analyses before performing any surgery, obtain the patient's written consent to perform the surgery, inform him/her of the possible medical effects and complications, and notify the patient of full expenses of the health services before initiating any procedures.
- The patient has the right to obtain detailed invoices of amounts of all services provided by the health facility.
- The patient has the right to obtain educational guidance commensurate with his/her age, level of understanding, awareness and welfare.
- The patient has the right to be informed of the nature and severity of his/her illness, and expectations of any other diseases or infecting others, unless his/her interest requires otherwise, or if his/her psychological condition does not permit him/her to be informed of the same. In this case, the legal representative must be informed of the same, and health knowledge and awareness must be provided to patients and their families to make decisions on the treatment plan and participate in the health care provided.
- The physician shall provide the patient in a simple and understandable language information related to his/her illness, the course of treatment and development of health condition, taking into account the difficulty of

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understanding and dialogue when dealing with certain categories of patients (children, psychiatric patients and the elderly).

Patients shall be informed:

- While being at the clinic or during a special session.
- While being hospitalized in the health facility.
- Upon leaving the health facility, to urge him/her to continue treatment, take preventive measures and avoid complications that may cause health setback to his/her condition.

The patient has the right to be informed of the following:

- Various examinations, proposed treatments and necessary preventive services.
- The benefits and estimated cost of the proposed course of treatment in advance.
- The urgency of implementation of the proposed health services to be provided.
- The expected results from the proposed health service.
- Possible alternatives to the proposed health service.
- The expected results in case of refusal of the health services.
- Reasons for his/her transfer from a health facility to another.

The physician may be exempted from providing information to the patient in emergencies, or in case that the patient refuses to know such information, or when his/her interest so requires.

- The patient's informed consent must be obtained to receive the health service in advance, subject to the exceptions specified by law.
- The right to consent to the health service belongs to the patient or his/her legal representative if the patient is incapacitated or restricted.
- Before carrying out a medical experiment on any person, his/her written consent must be obtained after being informed of the experiment purpose, method and duration, in addition to the undesirable effects it may have, and, in all cases, the conditions and measures specified in the applicable legislation in the country must be adhered to.
- Personal health information and data are owned by the patient and protected within the scope of the preservation of the medical confidentiality that may only be disclosed to third parties under the patient's permission or in cases required by law.
- The physician must provide the patient of information and data related to his/her health and not maintain medical confidentiality, except in accordance with the conditions and in the cases stipulated in the applicable legislation.
- A family, a relative or a person who enjoys the patient's trust and appointed for this purpose may be notified, when a serious development of his/her health condition is expected, unless the patient has prevented the same in advance.

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Third: Patients' Responsibilities

The patient, against the above-mentioned rights, shall have the following responsibilities:

- To respect the physician's independence to assess and determine the appropriate treatment for his/her health condition.
- To accept the methods of prevention and treatment and the prescribed means for the same.
- To comply with the treatment team recommendations, carry out the required examinations in time, and take the prescribed drugs.
- To ensure the hygiene rules of the health facility and personal hygiene are respected.
- To comply with the requirements of the internal system of the health facility, in which the service is provided.
- To respect the measures taken by the department within the health facility and to comply with its applicable regulations.
- To respect the facility's health professionals and have good morals in dealing with them.
- To preserve the health facility's property, including buildings, equipment, etc.
- To respect the conditions of admission, hospitalization and discharge applicable in the health facility.
- To present the required administrative and personal documents (identity documents and any other document required by the patient undertaking procedures in the health facility).
- In the event of patient's refusal to receive the health service or to be hospitalized in the facility and insisting on leaving the facility without medical consent on the same, the patient or his/her legal representative must sign a document that proves his/her refusal to health service or hospitalization in the health facility in order to discharge the health facility from any consequences. If the patient or his/her legal representative refuses to sign this document, an official report of the event shall be issued to be signed by the facility's physician and administrative officer, and shall be recorded in the facility's note record.
- To pay the health facility's dues or to present in advance a certificate of undertake the expenses provided under the social security or health insurance institution.
- The patient shall comply with his/ her responsibilities towards the health facility and its personnel. The health facility may refer to the competent authority in the event that the patient fails to comply with his/her responsibilities and violates the rules and controls specified under the applicable legislation in force in the country.

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