

RIGHTS AND RESPONSIBILITIES OF CITIZENS

Dear Ms, Dear Mr,

we are confident that you will comply with these provisions, knowing that respect is a commitment by everyone: both by you and by the Healthcare Workers of this Company.

We are confident that mutual collaboration and availability shall be ensured.

The **Regulation of the Rights and Responsibilities of Patients**, prepared by this Company, refers to the principles set out in the following documents:

- "Italian Constitution", articles 2-3-32, (approved in 1948)
- "Universal Declaration of Human Rights", article 25 (approved by the UN General Assembly in 1948)
- "European Social Charter 1961", articles 11 and 13
- "UN International Convention on Economic, Social and Cultural Rights", article 12, 1966
- "Patient's Bill of Rights", approved in 1973 by the American Hospital Association
- "Charter of Patients' Rights" adopted by the EEC in 1979
- "Charter of the 33 Rights of Citizens", drafted in the first public session for Patients' Rights, in 1980
- Resolution no. 23 World Health Organization, 1970
- The 14 Rights of Citizens - National Protocol on Health Service for the new Charter of Citizen Rights approved in 1995

Regulation of the Rights and Responsibilities of Patients

Rights

1. Patients have the right to be assisted and treated with care and attention, in respect of human dignity and own religious and philosophical beliefs.
2. In particular during hospitalization, Patients have the right to be identified with their name and surname. Patients also have the right to be addressed formally, "Mr." or "Ms".
3. Patients have the right to obtain by the Health Structure information on the services it provides, procedures for access and related competences. Patients have the right to immediately be able to identify the people treating them.
4. Patients have the right to receive adequate medical and nursing care adequate to the severity of their illness.
5. Patients have the right to obtain from Healthcare Worker treating them complete and comprehensible information on the diagnosis of the illness, the treatment proposed and the prognosis.
6. In particular, except in cases of urgency in which a delay may cause a danger to health, patients are entitled to receive the information that will allow them to express fully informed consent before being subjected to diagnostic and therapeutic interventions; this information shall also cover the possible alternatives and the potential risks or discomforts resulting from treatment. When the Healthcare Worker shall determine the justified conviction of the

inappropriateness of direct information, it shall be provided, subject to an explicit patient's denial, to their families or those having custody.

7. Patients also have the right to be informed about the possibility of trials and alternative treatments, even if performed at other structures.
When Patients are not able to decide for themselves independently, the same information shall be provided to family members or those having custody.
8. Patients are entitled to secrecy of information about their illness and any other circumstances concerning them.
9. Patients have the right to renounce to planned treatment and services, promptly notifying the Healthcare Workers treating them of their intentions, an expression of their will.
10. Patients have the right to submit reports and complaints that shall be examined promptly by the heads of the hospital structure and be informed promptly of the outcome of the same, in accordance with the Public Protection Regulation of this Company.
11. Patients have the right to benefit from the provisions of the Charter of Health Services of this Hospital.

"The direct participation in the fulfillment of certain responsibilities is the basis to take full advantage of rights. Personal commitment to responsibilities is respect for the social community and health services benefited from by all citizens. Fulfillment of a responsibility also means improving the quality of services provided by the health services of the Padua Hospital Company."

Responsibilities

1. When accessing a health structure of this Company, patients are asked to behave responsibly at all times, respecting and understanding the rights of other patients, and to collaborate with the Medical, Nursing and Technical Staff and with the Health Department.
2. Access to the Hospital or other structure expresses by the Citizen-Patient a relationship of trust and respect for the Health Staff, indispensable precondition for establishing a proper care treatment program.
3. It is the responsibility of all patients to promptly inform healthcare workers of their intention to renounce, according to their own will, to planned healthcare treatment and services.
4. Co-existence within the Hospital requires compliance with its context with appropriate clothing both inside and outside the patient's room.
5. Citizens shall respect the areas, equipment and furnishings within the hospital structure, as the same are everyone's property and therefore also their own.
6. Anyone in this Hospital shall respect the visiting hours set by the Health Department, in order to allow the conduct of regular healthcare activities and promote the peace and rest of the other patients. It is also recalled that for health-hygiene reasons and for the respect of the other patients in the room, it is essential to avoid crowding around the beds.
7. For health-hygiene safety reasons of the children, it is not recommended they

visit the Department. Exceptional situations of particular emotional importance can be taken into consideration by referring to the Medical Staff of the Department.

8. In situations of particular need, visits to patients outside the times allowed, must be authorized with written permission by the Head Physician or a person delegated by the latter. In this case, the family members authorized shall comply with the rules of the department and have respect for the hospital environment, while ensuring the utmost collaboration with Healthcare Workers.
9. In the awareness of being part of a community, it is very important to avoid any conduct that may create disturbing or discomforting situations for other patients (noise, lights on, radios or televisions with high volume, etc.). For bedridden Patients, it is prohibited to use mobile phone; however, they may be used by the people looking after them, only outside the Department.
10. It is required to respect the day-time and night-time rest of the other patients. Lounges are available for recreational activities.
11. Smoking is not allowed at this Hospital. Compliance with this provision is an act of acceptance of the presence of others and a healthy personal lifestyle at the hospital structure.
12. The organization and schedules provided at the healthcare facility accessed must be respected in all circumstances. Healthcare services requested by means of incorrect timing and manner shall result in considerable disservice for all users.
13. Patients and visitors are advised to get around the hospital using the paths reserved to them, directly reaching the places of their interest.
14. The Healthcare Staff, to the extent applicable, shall enforce the rules laid down for the smooth operation of the department and the well-being of the citizen-patient.