



A2.2 – Educative resources for teachers

# RIGHTS & RESPONSIBILITIES OF USERS

Module: 6 – SPECIFIC TRAINING

Sub-Module: 6.1. Rights & responsibilities of users



# Introduction

<b>Module</b>	SELF-CARE
<b>Sub-module</b>	RIGHTS AND RESPONSIBILITIES OF USERS
<b>Lesson nr.</b>	#1
<b>Duration</b> (minutes)	45
<b>Date</b>	

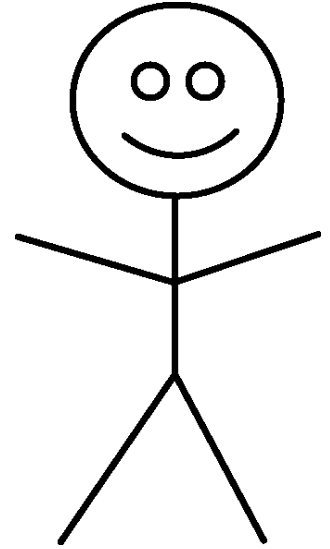
# Lesson Outcomes

1. Ability to define and recognize user rights (culture, diversity, values, beliefs, sexual orientation, religion, age, other disabilities – visual impairment, hearing loss, cognitive impairment, mental health diseases, ect.)
2. Ability to identify country specific access to services
3. Ability to define and recognize user responsibilities (respect to service provider/carer, accuracy of information, ect)
4. Ability to understand possible consequences if responsibilities are violated

# I'm unique

We are all the same, but also unique.

1. head, 2 arms, 2 legs, brain, heart, stomach...
2. age, gender, size, weight, skin tone, colour of eyes, hair...
3. personality
4. Strengths
5. Weaknesses/limitations
6. Diseases...



# My fundamental rights

Basic/fundamental human rights

1. Food
2. Education
3. Water
4. Shelter
5. Healthcare

## THE 5 FUNDAMENTAL HUMAN RIGHTS



EACH OF THESE NEED TO BE ACKNOWLEDGED ONCE AND FOR ALL AS UNIVERSAL, ESSENTIAL, AND INDISPUTABLE HUMAN RIGHTS.

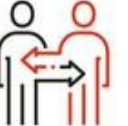
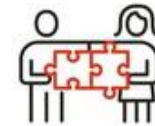
# TASK 1 – Fundamental human rights

1. Create small groups of 5-8 participants
2. Answer and discuss (5 minutes)
  - Do all residents in your town have fundamental rights?
  - Do all residents in your country have fundamental rights?
  - Find some solutions (no limits)
3. Answer and discuss (5 minutes)
  - Where in the world are fundamental rights violated and why?

# Some more human rights – United Nations

United Nations (UN) declaration of human rights has 30 articles. December 10<sup>th</sup> is the Human rights day.

1. Right to live, liberty and security
2. Freedom from torture
3. Freedom of speech and expression
4. Freedom of thought, conscience and religion
5. Right to legal equality and legal assistance
6. Right to privacy, personal property, marriage
7. Right to domestic and international mobility
8. Right to rest and relaxation
9. Right to social security, health, wellbeing and security



# Patient rights (EU 2002)

1. Right to preventive measures
2. Access
3. Information
4. Consent
5. Free choice
6. Privacy and confidentiality
7. Respect of patients' time
8. Observance of quality standards
9. Safety
10. Innovation
11. Avoid unnecessary suffering and pain
12. Personalized treatment
13. Complaint
14. Compensation



# TASK 2 – Country specific – patients' rights

1. Create groups of 8-10 participants
2. Identify domestic law and legislation to patients' rights
3. Prepare abstract
4. Compare to EU patients' rights

# Patient rights in Slovenia

1. Right to access to health care and the provision of health care services.
2. Right to equal access and treatment in health care.
3. Right to free choice of a physician and health care service provider.
4. Right to adequate, high-quality and safe health care, right to respect of patients time.
5. Right to information and cooperation, right to make independent decisions on medical treatment.
6. Right to consider a previously expressed wish.
7. Right to the prevention and relief of suffering.
8. Right to a second opinion.
9. Right to access medical files.
10. Right to privacy and private data protection.
11. Right to address patients' rights violations.
12. Right to free assistance regarding the exercise of patients' rights.

# TASK 3 - Advocate for patient's rights

In Slovenia we have advocate for patient's rights.

1. Create small groups 5-8 members
2. On the Internet find 1 case about patient rights advocacy/violation
3. What was all about
4. Present to other groups
5. Class discussion

# Patient rights in UK

1. Right to a GP, choosing a GP, Changing a GP, treatment from GP,
2. Maternity services
3. Right to hospital treatment, care in hospital, discharge from hospital
4. Seeing a consultant
5. Right to die
6. Right to refuse a treatment
7. Removal organs after death
8. Access to medical reports and health records
9. Information from health care provider
10. No discrimination ...

# Access to services

1. Access to service can be provided on national level (act)
2. People living in rural area, with low incomes, with no education can have trouble to access
3. Insurance (Bismarck healthcare model – social health insurance model)
4. In Slovenia we also recognize „pro-bono“ ambulatory service of GP and a nurse for homeless and people without health insurance

# Patient responsibilities 1

1. Patients are responsible for providing correct and complete information about their health and past medical history.
2. Patients are responsible for reporting changes in their general health condition, symptoms, or allergies to the responsible caregiver.
3. Patients are responsible for reporting if they do not understand the planned treatment or their part in the plan.
4. Patients are responsible for following the recommended treatment plan they have agreed to, including instruction from nurses and other health personnel.
5. Patients are responsible for keeping appointments.

# Patient responsibilities 2

6. Patients are responsible for treating others with respect.
7. Patients are responsible for following facility rules regarding smoking, noise, and use of electrical equipment.
8. Patients are responsible for what happens if they refuse the planned treatment.
9. Patients are responsible for paying for their care.
10. Patients are responsible for respecting the property and rights of others.
11. Patients are responsible for assisting in the control of noise and the number of visitors in their rooms

# TASK 4 – Responsibilities

## Homework

1. Read once again the statements of users/patients responsibilities
2. Remember the situation when you have been the user of healthcare services
3. Mark all that you or your family member have violated (If)
4. Think and write down how could that situation be changed – where were the obstacles and where are the opportunities for improvement.





**GIVINGCARE**  
Empowering Caregivers

Thank you!

Teachers's name

Teachers e-mail

Date of the session

