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The physician in providing service to individuals and also in a public health context serves in the spirit of respecting human life, human beings and human dignity.

Art R4127-2 paragraph 1 of the Public Health Code



Respect for human dignity

The hospitalised patient is an " individual with equal rights " and as such retains their individual and collective rights. Individual rights include fundamental rights on the one hand and patient's rights in the health system on the other hand.

The right to respect of dignity is now inserted in Article L.1110-2 of the Public Health Code.

The right to respect of dignity is manifested on various occasions and has countless aspects. It is the foundation in the confirmation of patient's rights.

Taken from real situations experienced by the health care professionals and hospital patients, this booklet provides practical answers to questions that you may ask at admission or during your hospitalisation.



The fundamental rights of the individual

The fundamental rights of the individual are the rights and liberties set forth in certain documents such as the 1958 Constitution which established the Fifth Republic, the Declaration of the Rights of Man and the Citizen of 1789, the preamble to the 1946 Constitution, the fundamental principles etc. All these rights have been retained and included in the Act of March 4, 2002 on patient's rights and quality health system.

What are these fundamental rights?

■ The right to respect of privacy and intimacy

The right to respect of privacy is a fundamental right for every patient. Consequently, it applies to all professionals in the establishment.



→ Can I request that my presence in the facility not be disclosed?

The right to respect of privacy allows you to request your presence in the facility not be revealed. To avail of this service; you can apply for discreet admission on arrival at the reception. No information will be given out by telephone or in any other manner during your stay in the facility.

➔ **Will my family and/or my loved ones be informed about my illness?**

Professional secrecy is imposed vis-à-vis family and/or relatives who cannot intervene in your treatment choice without permission. Only in the case of critical diagnosis or prognosis and with your consent, will information about your health be revealed, so that your family and/or your loved ones can provide direct support by having a better understanding of the situation.

➔ **Who can access my medical records?**

You have right to direct access to your records. However, your family, relatives, persons of trust and health professionals not involved in your care cannot access your medical records.

NB : According to a regulatory process, the dependents of a deceased person may have access to medical records, unless the patient had objected to such disclosure.

➔ **When I am hospitalised in a two-bed room, how is my privacy protected when bathing?**

Your privacy should be preserved during care, bathing, consultations and medical visits. In two-bed rooms, the introduction of screens enables respect of your privacy.

➔ **Can I refuse certain visits when I am hospitalised?**

You have the option of refusing visits. To do this, simply inform the nursing staff who will take all necessary measures to respect your wishes.



■ The right to pain treatment

The facility must have the necessary means to treat patient's pain.

→ Will my pain be taken into account and treated?

At all moments your level of pain will be considered, evaluated and treated by the medical team and nursing staff.

→ Which professional should I talk to about my pain when the doctor is not present?

If pain still persists despite treatment prescribed by your doctor, you can contact the nursing staff ; the evaluation of pain is their role. He/she will inform the doctor on duty so as to adjust your treatment.

■ The right to non-discrimination and respect of religious beliefs

The principle of secularism in the hospital is built around respect for religious freedom for each patient and the right to non-discrimination.

→ Can I have access to a spiritual advisor when I wish?

The Centre Paul Strauss guarantees religious freedom. You can receive the visit of an advisor from the religion of your choice on request. Please contact the reception at the Paul Strauss centre.

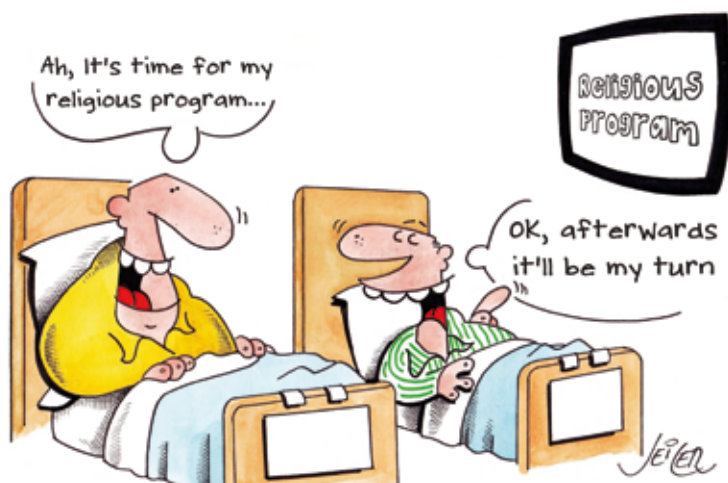
→ On the basis of my religious convictions, do I have the right to freely choose health professionals who will support me?

The medical organisation of our facility is optimised to allow you to enjoy the best care possible. However, for religious reasons you have the right to request supervision by a specific health professional. The medical and nursing team will wherever possible try to reconcile your beliefs with the

regulations of the institution or your health care (e.g., watch duty, consultation organisation....) or to ensure continuity of care by contacting another facility that could accommodate your request. For more information talk to your referring physician.

➔ **Can I practise my religion freely in my room?**

You can practice your religion during your stay subject to the constraints arising from the necessity of proper functioning of the establishment and subject to not affecting the tranquillity of other patients and their families especially if you share a bedroom with another patient. Enquire from the nursing team.



➔ **Will I be treated in the same way if I am covered by universal health coverage (CMU)?**

Doctors and nurses must provide care to all patients in accordance with scientific recommendations. Accordingly, it is forbidden for the medical team to refuse to treat a patient by discrimination (e.g. because of their origin, sex, age, customs, family situation...) or due to their social protection (CMU, AME).

■ The right to freedom of movement

« The Freedom to come and go is a component of individual freedom ».
All patients within the health facility benefit from this freedom.



➔ **Can I leave whenever I want even when the medical and nursing staff are opposed?**

You can leave the facility at any time even against medical advice.

However, the doctor and medical team will inform you of the consequences of your discharge on the course of your treatment and the risks involved. Your willingness to leave the facility despite medical contraindications should be confirmed. An alternative to hospitalisation may be offered. In this case, you will be asked to sign a waiver.

➔ **Can my freedom to come and go in a health facility be limited?**

For medical reasons, a restriction on your freedom to come and go may become necessary. This limitation is carried out in your best interest in terms of possible risks to your health (confusion, risk of falls, observance of strict bed rest etc.). We try to minimise this as much as possible, your doctor may prescribe certain measures to ensure your safety (e.g. installation of barriers on the bed to reduce falls.).

Patient's rights

In addition to the fundamental rights of the individual the Act of March 4, 2002 concerns patient's rights in the health system. The patient has specific rights related to their situation, especially during a hospital stay.

What are these rights?

■ Consent and patient information

The right to consent to care and the right to be informed are the foundations of the patient's rights. They are the foundation of the relationship between the professionals in the establishment and the patient.



➔ Who should inform me about my health?

The professionals in the establishment have a duty to respond to your request for information in the sphere of their competence.

The doctor is the professional authorised to inform you on all information regarding your medical condition (diagnosis, treatment....).

➔ **Can I make an appointment to see the doctor on duty outside of their regular visits?**

The doctor has an obligation to give you all information concerning your health. Consequently, if you wish to obtain further information or have additional questions after their regular rounds, you may request an appointment.



➔ **Do I have to undergo all medical examinations that I am prescribed?**

Your consent to care will be systematically sought out. Accordingly, you can refuse medical examinations. The doctor and nursing staff must respect your choice. However, as in the case of discharge against medical advice the doctor and medical team will inform you of the consequences and risks of your opposition. Your refusal must then be confirmed. In this case, you will be asked to sign a certificate of treatment refusal.

➔ **Can I refuse to be informed of my diagnosis by my doctor?**

You can refuse to be informed of a diagnosis or prognosis by your doctor. Your willingness to be kept in the dark must be respected by the doctor, unless this diagnosis involves precautions that need to be taken.

The rights at end of life

The end of life patient raises serious issues for the health team as well as for patients and their loved ones. The Law of March 4, 2002 relative to patient's rights at end of life was reinforced by the law of April 22, 2005 known as the «Leonetti Act».

What are these rights?

■ The right of access to palliative care

Like the right to treatment for pain, the hospitalised person has a right to palliative care. It aims to relieve not only physical pain but also to alleviate the patient's mental, social and spiritual issues. It enables improvement of the quality of life of the patient person and their family.

➔ Can I have access to palliative care if I make the request?

The right to access to palliative care is available to all end of life patients. Your doctor may suggest palliative care. You can also access this support (which can also take place in your home) if you request it.

➔ Can I refuse palliative care?

You can refuse care whether it is curative or palliative. No treatment, or care will be administered to you without your informed consent.

■ The right to express your will

The Léonetti law enables end of life patients who may no longer be able to communicate one day, to write advanced instructions regarding the limiting or discontinuation of treatment.

I would like to leave instructions about my treatments for the day when I can no longer speak :

➔ Who can I contact for information?

The institution shall make all necessary information relating to advance instructions available to patients. You can talk to your doctor and / or health care team.

➔ How do I proceed?

You must indicate your wishes regarding the limiting of conditions or stopping your treatment in writing. This must be authenticated by your full name and dated and signed.

➔ How long are they valid?

Advance instructions are valid for three years from the date of writing.

➔ Can I change my mind?

You can change your mind whenever you wish. Advance instructions may be removed and changed at any time.

■ Right to overnight visitors

All end of life patients are entitled to receive overnight visitors according to the Act of March 4, 2002

➔ Can my family and/or loved ones be present when I am hospitalised?

Your family and loved ones, may remain at your side outside of treatment time.

➔ **Can I meet with volunteers?**

Volunteers are welcomed in the facility. Several voluntary organisations are present to support you in your illness. You can obtain additional information from the healthcare team or at the Information and Meeting Space located in the entrance hall.



➔ **Can my family and I/or loved ones benefit from psychological, social or spiritual counselling?**

The Paul Strauss Centre provides psychological, social and spiritual counselling for you, your family or loved ones. On request from the health care team the psychologists, social workers or spiritual advisors are available for attentive listening, an interview, or a prayer...

*In addition to the examples mentioned above,
the primary commitment of all professionals
in the clinic is respect of your dignity during
your stay in the facility.*

En partenariat avec :



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