

## **Patients' right charter**

All of the people in a community are bound to respect the dignity of all individuals and this is particularly important in the case of individuals suffering from an illness.

Based on the constitution, respecting human dignity is one of the fundamental principles of the Islamic Republic and the government is responsible for offering health and treatment services to each of the Iranian citizens. Accordingly, the provision of services must be equitable and take into account human dignity and patients' rights.

This charter has been designed based on supreme human values, Islamic-Iranian culture, and equality of all individuals that receive health and treatment services in terms of inherent dignity. Its aim is to maintain, improve, and strengthen the relationship between the providers and receivers of health and treatment services.

### **The contents of the charter are as follows:**

1. Receiving appropriate health services is the patients' right.
2. Sufficient and appropriate information should be provided to patients.
3. The patients' right for selecting and decision making in receiving health services must be observed and respected.
4. In the provision of health services to patients, their right to privacy and confidentiality must be recognized and respected.
5. It is patients' right to have access to an efficient complaints handling system.