

Patient Seminar Vienna 2012

Patient Rights & Obligations

Patient Rights and Obligations

Doctors view of patients' obligations

- Rights are always accompanied by obligations !

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Doctors view of patients' obligations

Getting healthcare means
on the level of the state:

pay taxes and / or

mandatory insurance premiums

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And on the private level:

- pay basic / private insurance premiums
- pay co-payments
- pay direct payments

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Obligations on the hospital level:

You have to follow the house-keeping rules:

- follow orders by healthcare workers
- respect other patients
- you shall not endanger other patients

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3 principles besides the administrative stuff:

- You have to facilitate your treatment !
- You shall not endanger other persons
- You expect respect – you should show respect

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You have to facilitate your treatment:

- You need to tell the truth regarding
 - your medical history and your actual medication
 - your (bad) habits
 - your additional / complementary treatments

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You have to facilitate your treatment:

You need to tell your doctor about:

- your attitudes towards treatment preferences
- your attitudes towards completeness of information
- your attitudes towards information of others

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You have to adhere to the treatment:

- You need to take the medications as prescribed
(don't just take half or the double !)
- You need to tell your doctor if you can't and why
- You need to be honest about side effects

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Honesty about side effects

- Treat side effects as recommended !
- Don't deny side effects
for fear of not getting enough cancer treatment !
Otherwise you risk potentially lethal complications
- Don't exaggerate side effects !
Otherwise your doctor might reduce or stop
successful cancer treatment without justification

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You shall not endanger health care workers
and other patients:

You need to tell the truth regarding known
communicable diseases, e.g.

- tuberculosis
- HIV infection
- viral hepatitis

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You expect respect – you show respect !

You should recognize that
you and your relatives or friends
showing respect to your health care workers
facilitates your communication and your treatment

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This doesn't mean you

- shouldn't ask questions
- shouldn't request clarifications
- shouldn't ask for alternative treatment proposals
- shouldn't request a second opinion

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In case of a disagreement

- You shouldn't confront your doctor in an offensive manner before discussing the facts
- You shouldn't accuse your doctor publicly of wrongdoing before discussing the facts

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- Of course your doctor should keep a professional attitude at all times even when confronted aggressively !
- But in your own interest: don't make it unnecessarily hard for your doctor !

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Ceterum censeo !

- Most problems in a doctor-patient relation arise because of poor communication !
- Communication always involves both partners:
So – give your best too !