



Level of Patient's Awareness of the Patient Bill of Rights and Its Compliance from Patients' Perspective in Iran

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ABSTRACT

Introduction: Patients' awareness of their rights not only enhances their satisfaction with healthcare services but also improves their relationship with the treatment team, thereby holding the personnel responsible for safeguarding these rights. This study aimed to assess the awareness of hospitalized patients regarding the patient's Bill of Rights, as well as gather insights from their perspective.

Search Strategy: This article is a review study that collected information from both domestic and international databases, including Iran Medex, SID, Magiran, Iranpsycho, and PubMed. The keywords used for the search were of patient rights and the period from 1385 to 1403. The study exclusion criteria included articles unrelated to the purpose of the research and lack of access to the full version of the article and review articles. Finally, 28 completely relevant articles were included in the study and were analyzed.

Results: Various studies have indicated that patients' awareness of the Patients' Rights Charter is average, and their satisfaction with staff is notably low. The highest level of awareness pertains to the right to receive desired information, whereas the lowest awareness is observed regarding patients' rights to freely choose and make decisions, as well as their right to access an effective complaint-handling system. In discussions about satisfaction with the observance of patient rights, the areas concerning the right to make a free decision and to file protests and complaints ranked the lowest.

Conclusion and Discussion: According to our findings, it is necessary to create a suitable platform to increase the patient's awareness of their rights, implement the relevant laws in line with the implementation of the patient's rights charter, and increase the patient's satisfaction.

Keywords: Awareness, Patient rights, Review