



Patient Rights

Know your rights and responsibilities

The concept in a nutshell

A trusting relationship between patients, doctors and therapists is essential for successful care and treatment. Therefore, it is important for patients to know their rights and responsibilities, or duties.

Patient rights specify the rights and responsibilities, or duties, that you have as a patient. For example, you have the right to receive all the important information from your doctor. Only then can you decide on a treatment option or reject a proposed therapy. As a patient, however, you are also required to provide your physicians with important information so that they can prescribe a potentially effective therapy. It is also your responsibility to complete this treatment reliably and according to the prescription.

Patient rights also determine the principles your doctors and therapists must observe so that no harm is done to your health due to the treatment. All persons involved in your treatment are also required to treat your medical history confidentially and to protect the data accordingly. Incidentally, you may request copies of reports at any time, such as progress reports, laboratory results, x-rays, and CT and MRI images.

Unfortunately, treatment errors can never be completely ruled out. Important for you to know: a treatment error is to be distinguished from a lack of treatment success. Please keep in mind that there is no guarantee of a successful treatment.

What does that mean for you?

The rights and responsibilities of patients are governed by a large number of laws, ordinances and implementation provisions of the federal government and the cantons.

What rights and responsibilities do you have as a patient, and what is a treatment error?

Patient rights

- Right to information and clarification provided by doctors, nurses, therapists and all medical and non-medical professional groups involved in your treatment
- Right to self-determination: consent or refusal of a treatment, living will, possibility to be represented by relatives
- Right to secrecy: compliance with secrecy, compliance with data protection regulations
- Right to safety and quality standards
- Right to access your own patient record

Patient responsibilities, or duties

- Duty to provide information and to inform
- Duty to mitigate and to reduce damage

Treatment error

A treatment error occurs if the necessary care in the course of treatment is violated and results in additional harm to your health. Examples of treatment errors are:

- wrong diagnosis
- faulty medication
- improperly performed surgery
- insufficient hygiene
- lack of timely referral to a specialist or hospital
- insufficient information about risks



Here is how you can find out more

Contact a regional patient centre or the **Schweizerische Stiftung SPO Patientenschutz** (Swiss foundation SPO patient protection) for advice.

If you suspect a treatment error, please refer to our checklist «Treatment Errors» for detailed information on how you can proceed

Do you have any questions? Write to us. You can reach us at **healthcompass@concordia.ch**.

My notes

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Bound by trust

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