	POLICY	IH.PRE.002 – PATIENT AND FAMILY PARTICIPATION IN CARE		
	NABH Reference:	PRE 3		
	Issue Date :	30 th SEPTEMBER 2	Review Date:	31 st AUGUST 2023 (as req)
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POLICY ON PATIENT AND FAMILY PARTICIPATION IN CARE

1.0 PURPOSE-

- 1.1 To assure that the organization supports patient's and families' rights to participate in the care process and in the process of Informed Consent.
- 1.2 To formalize the process of communication about type of care, outcome of care and treatment to patient and family
- 1.3 To inform the patient and family their rights and responsibility related to refusing or discontinuing treatment
- 1.4 To guide the patient and family regarding following issues –
 - a. national law and organization's position on withdrawal of life-sustaining treatment
 - b. appropriate assessment and management of pain
 - c. respectful and compassionate care at end of life

2.0 DEFINITIONS AND ABBREVIATIONS -

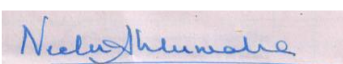
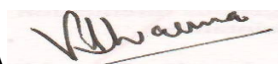
- 2.1 OP: Out Patients
- 2.2 IP: In Patients
- 2.3 ER: Emergency


3.0 RESPONSIBILITY -

- 3.1 All Health Care Providers in Indus Hospital
- 3.2 All Patients in Indus Hospitals

4.0 SCOPE -

OP, IP, ER and Ambulatory patients at Indus Hospital.

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5.0 POLICY -

5.1. It is the policy of Indus Hospital to involve patients and families participate in the care process by making decisions about care, asking questions about care, and even refusing diagnostic procedures and treatment.

5.2. The hospital supports and promotes patient and family involvement in all aspects of care including participation in diagnosis, treatment and care decisions; providing education about diagnosis, treatment and outcome of care; care following discharge or at transfer; and, care of dying patients

6.0 PROCEDURE -

6.1 Right to participate in care process

6.1.1 All patient and family at Indus Hospital have right to participate in care decision,

6.1.2 Patient and family shall be provided with basic information about medical condition during assessment at Outpatient clinic or following admission,

6.1.3 Patient and family shall be informed of any confirmed diagnosis, when appropriate.

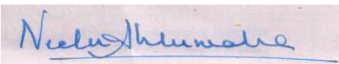
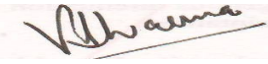
6.1.4 Patient and family shall be informed and explained of proposed care and treatment, at all appropriate time, including – any diagnostic procedure and its outcome; any surgery or procedure related to treatment and care; progress of treatment and care; plan for discharge and care following discharge. The risks, alternatives and benefits of treatment are explained and these are documented in the **FAMILY COUNSELLING FORM** –for treatment or in **CONSENT FORMS** in case of SURGERY , BLOOD TRANSFUSION < ANESTHEHSIA , PROCEDURES etc


6.1.5 Expected Outcomes are also discussed and documented and the periodicity of this interaction depends upon the condition of the patient and the same is documented in **FAMILY COUNSELLING FORM** for treatment or in **CONSENT FORMS**

6.1.6 The care Plan is prepared and modified keeping in view the various religious, cultural and spiritual preferences; their personal concerns and requests. All risks, benefits and options are explained to them

6.1.7 All investigation results and diagnosis are explained to the patient and / or family

6.1.8 The counselling includes explanation of patient condition in terms of improvement, or deterioration and complications

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6.1.9 Multi-disciplinary counselling is provided when appropriate in the following situations:

6.1.10 Patient and/ or family a In all above situations, patient and family shall be told of planned care and treatment by the treating physician and/or the treating team members.

6.2 Refuse or Discontinue treatment

6.2.1 Indus Hospital recognizes the patients and families' right should they decide not to proceed with planned care or treatment or continue care or treatment after it has been initiated

6.2.2. The treating physician and the team shall counsel the patient on following aspects –

6.2.2.1 Consequences of refusing or discontinuing the planned or proposed care

6.2.2.2 Availability of alternative treatment or care, if any,

6.2.3 The responsibility of refusing or discontinuing care shall be on patient and family, and the hospital / treating physician shall not be held accountable for such untoward or adverse outcome related to refusal or discontinuation of care.

7.0 Implementation

7.1 All Doctors

7.2 All Nurses

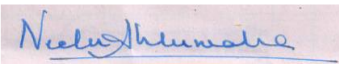
7.3 All Patients

8.0 Policy Cross linkages

Nil

9.0 Attachments

Nil

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