

**GOVERNMENT OF MIZORAM
HEALTH & FAMILY WELFARE DEPARTMENT
MIZORAM SECRETARIAT, MINECO, AIZAWL-796001**

NOTIFICATION

Aizawl, the 21st June, 2023

No.A.17014/2/2022-HFW(CEM)/77 : In supersession of this department's notification issued vide No.A.17014/1/2019-HFW/184-187 dt.26.04.2022 and in the interest of public service, the Government of Mizoram is pleased to notify the new lists of Charter of Patients' Rights & Responsibilities highlight and translation enclosed as per annexure is to be displayed at all Clinical Establishments within the State with immediate effect and until further notice. The actual Charter as approved by National Council for Clinical Establishments is available for download at <http://www.clinicalestablishments.gov.in>.

Private Establishments is to be borne by themselves. PVC Vinyl board material may be used and the size may be as follows:-

- Hospital, UPHC, CHC, PHC, Sub-Centre: Width – 3 ft, Height – 2 ft.
- Clinic and Laboratory: Width – 2 ft, Height – 1.5 ft

Sd/-ESTHER LAL RUATKIMI

Principal Secretary to the Govt. of Mizoram
Health & Family Welfare Department

Memo.No.A.17014/2/2022-HFW(CEM)/77

Aizawl the 21st June, 2023

Copy to:

1. Secretary to the Governor of Mizoram
2. P.S to Minister, Health & Family Welfare Department, Mizoram
3. P.S to MLA & Vice Chairman, Health & Family Welfare Board, Mizoram
4. PPS to Secretary, Health & Family Welfare Department, Mizoram
5. P.S to Secretary, Mizoram Information Commission.
6. Principal Director, Health & Family Welfare Department, Mizoram
7. Director, Health Services, Mizoram.
8. Director, Hospital & Medical Education, Mizoram.
9. Director, Zoram Medical College (ZMC), Falkawn.
10. All Chief Medical Officers, Mizoram
11. Principal Medical Officer, Kulikawn, Aizawl.
12. All Medical Superintendent, Mizoram
13. Secretary, Non-Governmental Hospital Association of Mizoram
14. SNO, Clinical Establishment Act, DHME
15. Secretary, Indian Dental Association, Mizoram Branch
16. Secretary, Mizoram Health Technical Staff Association
17. Secretary, Mizoram AYUSH Doctor's Association
18. Secretary, Mizoram Medical Laboratory Technician Association
19. Secretary, Indian Medical Association, Mizoram Branch
20. Secretary, Physiotherapist Association of Mizoram
21. Website Manager, Directorate of Health Services
22. Guard File



(ZOTHANMAWIA KHIANGTE)

Deputy Secretary to the Govt. of Mizoram
Health & Family Welfare Department

Charter of Patients' Rights and Responsibilities

Patient Rights:

- i) Right to information about the nature of illness, proposed investigations and possible complications.
- ii) Right to information on the rates charged for each type of service/facilities provided.
- iii) Access to copy of case papers, patient records, investigation reports and detailed bills.
- iv) Right to informed consent prior to specific tests/treatment.
- v) Right to seek second opinion from appropriate clinician.
- vi) Right to human dignity and privacy during treatment.
- vii) Right to ensure presence of female attendant during examination of female patient.
- viii) Right to non-discrimination of any form on the basis of HIV status.
- ix) Right to choose alternative treatment if options are available.
- x) Right to non denial of release of dead body of patient.
- xi) Right of the patient against any form of exploitation.
- xii) Right to consent of the patient before digitisation of medical records.
- xiii) Right to care according to prescribed rates wherever relevant.
- xiv) Right to choose source of obtaining medicines or tests.
- xv) Right to protection and compensation for patients involved in clinical trials.
- xvi) Right to protection and compensation for patients involved in Biomedical and health researches.
- xvii) Right to patient education.
- xviii) Right to be heard and seek redressal.
- xix) Right to proper referral and transfer.

Patient Responsibilities:

- i) Provide all health related information.
- ii) Cooperate with Doctors during examination, treatment.
- iii) Follow all instructions.
- iv) Pay hospital agreed fees on time
- v) Respect dignity of doctors and other hospital staff
- vi) Never resort to violence.
- vii) Fulfilment of payment of all bills for treatment received in case of abrupt discharge from hospitals

Damlote dikna chanvo leh mawhphurhna

Damlo dikna chanvo te:

- i) An natna chungchang, enkawl dan tur leh a kaihnawih hriat chian.
- ii) Inenkawlna senso tur awm hriat lawk.
- iii) An natna chungchang ziahna(records) leh bill dil/en/neih theihna.
- iv) Damlo enkawlna chungchanga engemaw bik tih turah damlo/chhungte remtihna lak.
- v) Inenkawlna chungchangah mithiam dang ngaihnan lak theihna.
- vi) Mimal dikna leh zahawmna humhim sak.
- vii) Doctor mipa in hmeichhia a en laia hmeichhe dang lo awm ve /tel ve theihna.
- viii) HIV hrik kai te enhran loh.
- ix) Enkawl dan kawnga duhthlan theih dang a awm chuan duhthlan theihna.
- x) Damlo thi te ruang eng vang mahin Hospital-in a hreng reng tur a nilo.
- xi) Damlote an nihna emaw, natna avanga enhran/thinhrik loh.
- xii) Damlote chanchin vawn that(digitalized) turah damlote remtihna lak.
- xiii) Rate awm sa mil zela inenkawlna tha leh dik dawn.
- xiv) Damdawi leina leh test tihna hmun tur duhthlan theihna.
- xv) Damdawi thar zirchianna a tel te venhimna leh zangnadawmna dawn.
- xvi) Natna chungchang zirchianna a tel-te venhim leh zangnadawmna dawn.
- xvii) Damlote zirtirna dik pek.
- xviii) Lungawilohna leh harsatna thuneitute hnena thlen.
- xix) Damdawiin danga a tul anga refer leh sawnchhuah theihna.

Damlo mawhphurhnate :

- i) Damlo nat dan sawi chian.
- ii) Inenkawlna dawn laia doctor te thawhpui that.
- iii) Inkaihhruaina dan zawm.
- iv) Pawisa pek tur a hun taka pek.
- v) Doctor te leh thawktu dang te zah thiam.
- vi) Kut inthlakna thlentir loh.
- vii) Damdawiin chhuahsan dawnah inenkawlna man pek kim.