



Global Partnership for  
Zero Leprosy

# **THE PATIENT'S CHARTER FOR LEPROSY CARE**

**PATIENT RIGHTS AND RESPONSIBILITIES**





# INTRODUCTION

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The **Patient's Charter for Leprosy Care** is a vital document designed to empower individuals affected by leprosy by clearly outlining their rights and responsibilities within the healthcare system. It ensures that care is delivered with transparency, accountability, and respect, fostering an environment where patients receive the dignity and quality treatment they deserve.


This Charter provides a framework for equitable access to high-quality healthcare, enabling informed decision-making and active participation in treatment and recovery. It serves as a guide for patients to navigate the healthcare system while also emphasizing their role in maintaining their health and well-being.

At its core, this document establishes a foundation for collaboration between patients and healthcare providers, built on mutual respect, trust, and shared responsibility. By recognizing both patient rights and responsibilities, the Charter promotes fairness and ensures that healthcare remains person-centered.

The rights outlined in this Charter affirm every patient's access to quality care, respectful treatment, and clear medical information. Patients should be well-informed about their condition, treatment options, and available support. At the same time, the Charter highlights patient responsibilities, such as open communication, adherence to medical advice, and respect for healthcare providers—contributions essential to the success of treatment.

Ultimately, the Patient's Charter for Leprosy Care aims to create a healthcare experience that is respectful, safe, and effective. By fostering trust, accountability, and empathy, it encourages a strong partnership between patients and healthcare providers, ensuring the best possible health outcomes.

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# PATIENT'S RIGHTS

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## 1. Right to Receive Respectful Care

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- Patients have the right to receive care with dignity, respect, and courtesy, regardless of their background, nationality, religion, or socio-economic status.

## 2. Right to Information

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- Patients have the right to clear and accurate information about their diagnosis, treatment options, and the risks and benefits of each option. Information should be provided in a language and manner that the patient understands.

## 3. Right to Privacy and Confidentiality

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- Patients have the right to expect that all information regarding their health, including personal and medical records, will remain confidential and only shared with those involved in their care unless otherwise consented.

## 4. Right to Access Healthcare Services

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- Patients have the right to access healthcare services promptly, without unnecessary delay, based on their medical needs and the availability of resources.
- Patients have the right to access healthcare services if people suffer with reactions or impairments and wounds. The treatment should not stop with RFT.


## 5. Right to Participate in Treatment Decisions

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- Patients have the right to be involved in decisions regarding their care, and to accept or decline recommended treatments based on informed consent.

## 6. Right to Choose a Healthcare Provider

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- Patients have the right to choose their healthcare provider, subject to the availability of services and resources within the healthcare institution.
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## 7. Right to Security

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- Patients have the right to be cared for in a safe environment, free from harm, and with appropriate procedures in place to ensure their safety.
- Patients have the right to rehabilitation and nutritional security or food supplements if needed to meet treatment requirements.

## 8. Right to Timely Treatment

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- Patients have the right to receive timely care and treatment based on the urgency of their condition.

## 9. Right to Redress

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- Patients have the right to file complaints or seek redress for any issues they experience with their care. The institution must have a transparent and efficient mechanism to address grievances.
- The right to appeal to a higher authority if the above is not respected and to be informed in writing of the outcome.

## 10. Right to Non-Discrimination

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- Patients have the right to receive healthcare services without discrimination based on race, ethnicity, religion, gender, age, disability, or other status.

## 11. Right to Organization

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- The right to join, or to establish, organizations of people with or affected by leprosy, and to seek support for the development of these clubs and community-based associations through health-care providers, authorities and civil society.
- The right to participate as “stakeholders” in the development, implementation, monitoring and evaluation of Leprosy prevention policies and programmes with local, national and international health authorities.

# PATIENT'S RESPONSIBILITIES

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## 1. Provide Accurate Information

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- Patients are responsible for providing truthful and complete information about their health, medical history, and any allergies or sensitivities to healthcare providers.

## 2. Notify Changes in Health

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- Patients must inform their healthcare providers if their condition changes or if they experience new symptoms or side effects from treatments.

## 3. Be Punctual

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- Patients are expected to arrive on time for appointments, procedures, and follow-up visits to ensure the efficient running of healthcare services.
- Patients should respect the time and efforts of healthcare providers by communicating openly and attending appointments as scheduled.

## 4. Respect the Rights of Others

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- Patients should respect the rights and dignity of other patients, staff, and healthcare providers. They should maintain a cooperative and respectful attitude during their treatment.

## 5. Adhere to Policies

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- Patients should adhere to the rules and regulations of the healthcare facility, including policies regarding smoking, alcohol consumption, and behavior.

## 6. Follow Treatment Plans

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- Patients are responsible for following prescribed treatment plans, including attending scheduled appointments and taking medications as directed. If they choose not to follow a treatment plan, they must inform the healthcare provider and understand the consequences.

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## 7. Take Responsibility for Self-Care

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- Patients are responsible for participating in maintaining and improving their health, including adopting a healthy lifestyle, managing chronic conditions, and following preventive health measures.

## 8. Contribute to community health

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- The responsibility to contribute to community well-being by encouraging others to seek medical advice if they exhibit symptoms of leprosy.
- The responsibility to show consideration for the rights of other patients and health-care providers, understanding that this is the dignified basis and respectful foundation of the leprosy community.

## 9. Solidarity

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- The moral responsibility to show solidarity with other patients, striving together towards cure.
- The moral responsibility to share information and knowledge gained during treatment, and to share this expertise with others in the community, making empowerment contagious.
- The moral responsibility to join in efforts to make the community free of leprosy.

## Conclusion

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The Patient's Charter is a guide to ensuring that healthcare services are delivered effectively and with respect to both the rights and responsibilities of patients and healthcare providers. By upholding these principles, we can work together to ensure the best possible healthcare outcomes.

### Contact Information

For any questions or clarifications, please reach out to:

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