Pharmacy Patient’s Bill of Rights in Saudi Arabia

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Abstract
The patient bill of rights at hospital practice well established in Saudi Arabia while specialized designated area with emphasis on patient pharmacy bill of rights not found. General Administration of Pharmaceutical set strategic planning of pharmaceutical care with measuring tools of reflecting patient bill of rights leads to high patient satisfaction. In the literature seldom find about this topics. Most of pharmacy sciences and Institution zooming of pharmacy ethics without mentioned this issue. Pharmacy patient bill of rights in Saudi Arabia the first founded in the world. It contains several domains includes but not limited the following; Pharmacy general patients' rights, pharmacy communication section, medication reconciliation section. Medication safety section, medication therapy management section, patient counseling section, and pharmacy patient satisfaction. Those bill of the right prevents drug misadventure, improve patient outcome and raise our patient satisfaction.

Keywords:
Pharmacy, Patient Bills, Rights, Ministry of Health, Saudi Arabia

1 Introduction
Patient Rights and Relations General Administration (PRRGA) at Ministry of Health (MOH) in Saudi-founded in past minister Dr. Abdullah Alrabeea in a period Feb 14, 2009 to April 21, 2014. The PRRGA has vision “Satisfying patients and their families by contributing to providing distinguished healthcare services that meet patients’ expectations”1, and mission. “Achieving top-level performance according to regulations and procedures that seek to provide sound services in line with the concepts and values of the society”2. The administration published the first Arabic edition of the patient bill of rights in Saudi Arabia3. They made several international and national conferences on patient rights, published several brochures and booklet to the general population. Saudi Commission for Health Specialties released the third edition of Code of Ethics Healthcare practitioner in 20135.

2 Why pharmacy patients' bill of rights?
All of those documentations discussed the patient rights as general; they did not mention something specific about patient pharmacy bill of rights. Strategic planning of General Administration of pharmaceutical care for pharmacy and primary care centers founded in 2012, the third strategic goal was establish innovation and encouragement culture at all pharmacy setting with a particular indicator of patient satisfaction of pharmaceutical care that's reflected pharmacy patient bill of rights4. In addition to expanding of pharmacy practice services and several types of clinical pharmacy specialties for adult and pediatric patients, they should know their rights of receiving designated pharmaceutical care7. The author is not familiar with any publication about pharmacy patient bill of rights in Saudi Arabia, and it is very had to find something in Gulf region countries or the Middle East countries or even overall the world.

3 Pharmacy patients’ bill of rights in Saudi Arabia
Task force committee of pharmacy patient bill of rights established and headed by the author. They revised patient bill of rights in Saudi Arabia of MOH4, Code of Ethics Healthcare practitioner of Saudi Commission for Health Specialties1. International Pharmaceutical Federation (FIP)6, American Pharmacists Association (APHA) code of ethics9, Royal Pharmaceutical Council code of ethics10, and Pharmacy Council of New Zealand-code of ethics11. In addition to some publications about pharmacy patients' bill of rights at most of the community or hospital pharmacies in USA13-15. We designed pharmacy patients Bills rights based on several sections for instants; Pharmacy general patients’ rights, pharmacy waiting area section,
pharmacy communication section, and medication availability section. Medication reconciliation section, medication safety section, medication therapy management section, patient counseling section, emergency pharmaceutical care section, patient and pharmacist relationship section, medication adherence section, pharmacy research section, and pharmacy patient satisfaction section as explored in table 1. Those bills of right meet all steps of getting medication including procurement of medication, preparation of medications, prescribing of medications, dispensing of drugs, administration of medications, and follow up of medications outcomes.

Table 1: Pharmacy patients’ bill of rights

<table>
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<tr>
<th>Pharmacy Patient Bills of Rights in Saudi Arabia</th>
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<tbody>
<tr>
<td>Pharmacy General Patients Rights</td>
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<tr>
<td>The patient has right to receive all pharmaceutical care-related issues according to Islamic regulations, pharmacy law, professional standards in Saudi Arabia</td>
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<tr>
<td>The patient has right to get awareness and a copy of the pharmacy Patient Bill of rights, or as a posters, pamphlets or advertising banners at pharmacy reception and waiting area of the pharmacy.</td>
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<tr>
<td>The patient has right to receive medications regardless discrimination of race, religion, belief, creed, language, sex, age or disability.</td>
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<tr>
<td>The patient has right to get the medications and drug information with high privacy manner, confidentiality, and understand language.</td>
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<td>The patient has right to receive continuous updating with new technology pharmaceutical care.</td>
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<tr>
<th>Pharmacy Waiting Area Section</th>
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<td>The patient has right to has a waiting area of pharmacy conveniently located, and respects my privacy.</td>
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<th>Pharmacy communication Section</th>
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<td>The patient has right to communicate easily with pharmacy by contact telephone number, website address, email, and all related social media.</td>
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<th>Medication Availability Section</th>
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<tr>
<td>The patient has right to get all his medication whenever and wherever over 24/7.</td>
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<td>The patient has right to receive a high quality and effective medication therapy and without any harmful.</td>
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<th>Medication Reconciliation Section</th>
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<td>The patient has right to review health condition before start medication therapy with emphasis to medication reconciliation.</td>
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<th>Medication Safety Section</th>
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<td>The patient has right to evaluate risks, and factors to prevent medication errors; whenever and wherever with a focus on using computerized errors alerting system.</td>
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</table>
The patient has right to have pharmacy safety environment appropriate to a health condition.

Medication Therapy Management Section

The patient has right to have specialized clinical pharmacist in different clinical field to follow his condition

The patient has right to receive adequate parenteral nutrition, and pain management appropriate for a health condition.

The patient has right to receive specialized pharmaceutical care during the holy month of Ramadan and Mass gathering (Hajj and Omra).

The patient has right to receive specialized pharmaceutical care to pediatrics, geriatrics, psychiatric, oncologic population.

The patient has right to know micro-cost macro-cost of medications, and health insurance limitation.

The patient has right to refuse any medications or manufacturer and get alternative of medications after refusing.

Patient Counseling Section

The patient has right to receive medication with excellent packaging with child resistance containers, labeling, complete medication instruction, and full address of hospital, prescriber and pharmacist.

The patient has right to receive comprehensive patient education and counseling on their medication.

The patient has right had unified an electronic medication profile through an electronic patient medical record.

Emergency Pharmaceutical Care Section

The patient has right in the emergency to receive the best emergency pharmaceutical care with considering all available option to get excellent care and risk reduction.

Patient & Pharmacist Relationship Section

The patient has right to receive medications; the pharmacist delivers in a polite way with courtesy and respectively.

Medication Adherence Section

The patient has right to assess, prevent and an electronic documentation of drug related problem including but not limited to Medication errors, adverse drug reaction, medication compliance etc

The patient has right to follow up the disease and condition after start medication therapy with emphasis to medication adherence.

Pharmacy Research Section

The patient has right to know all an investigational drug related
The patient has right to receive complete pharmaceutical care despite to pharmacist declaration

المريض له الحق في الحصول على الرعاية الصيدلانية كاملة بغض النظر عن شاكلة يتعلق بعلاقات الصيدلاني

Pharmacy Patient Satisfaction Section

The patient has right to participate in his drug therapy and electronic record of pharmaceutical care satisfaction on annual basis

المريض له الحق في المشاركة التقية الالكتروني ورضا المريض السنوي عن خدمات الرعاية الصيدلانية

Definitions

*Patient counseling* is defined as "providing medication information orally or in written form to the patients or their representative or providing proper directions of use, advice on side effects, storage, diet and life style modifications. It involves a one-to-one interaction between a pharmacist and a patient and/or a care giver. It is interactive in nature. The effective counseling should encompass all the parameters to make the patient/party understand his/her disease, medications and life style modification required"16,17.

*Medication reconciliation* is defined by the Joint Commission as "the process of comparing the medications a patient is taking (and should be taking) with newly ordered medications"18.

*Medication Adherence* is defined as "the extent to which patients take medications as prescribed by their healthcare providers"19.

4 Future prospects

The author do suggest from the respective and famous pharmacy societies and Institutions around the world. FIP, American Society of Health-System Pharmacists (ASHP), American Pharmacists Association, Royal Pharmaceutical Council, Pharmacy boards of European countries, Pharmacy boards from Australia and New Zealand, and Pharmacy Board from Gulf Countries to formulate task force committee to produce Internal Pharmacy Patients' Bill of Rights. Besides, encourage to implement those with measurements patient's perspectives.

5 Conclusion

All pharmacists should behave to patients with respects of pharmacy patients' bill of rights and pharmacy ethics. Application of pharmacy patients bills rights helps the pharmacist to prevent drug misadventures, improve drug therapy outcomes, and raise patient satisfaction of pharmaceutical care.

6 Competing interests

None competing interest

7 Author’s contributions

YAA reviewed the literatures, draft the manuscript and approved the final manuscript.

8 References


