



Commissioner for Patients' Rights

# **Inequalities in healthcare system from the perspective of the Commissioner for Patients' Rights in Poland**

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# Commissioner for Patients' Rights

- ✓ Commissioner for Patients' Rights is a central body of governmental administration in Poland
- ✓ Carries out his tasks with the help of the Bureau of the Commissioner for Patients' Rights.
- ✓ There is an Act that guarantees the rights for patients and the coming into life the Commissioner for Patients' Rights.
- ✓ Anyone whose rights have been in anyway infringed by the National Health System or by staff offering health services within either the public or private sector can turn to the Bureau for help.



Commissioner for Patients' Rights

# Commissioner for Patients' Rights



The first ever Commissioner is Mrs. Krystyna Barbara Kozłowska, who was assigned to this post through an open competition on 2<sup>nd</sup> October 2009 by the Prime Minister.



# Commissioners of Psychiatric Patients' Rights

- ❑ This form of activity when the civil servants are available in the place where the patients rights can be actually abused, gives many possibilities of protecting their rights.
- ❑ These are the patients, who regardless of the type of illness, are not only in need of specialist attention but also require help with patients rights.



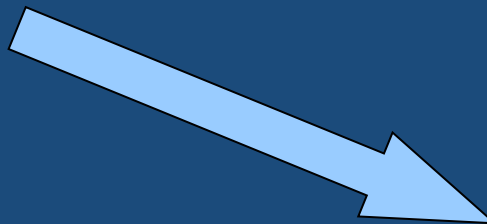
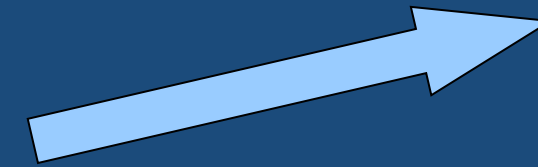
# The tasks of the Commissioner for Patients' Rights

- ❖ carrying out proceedings in cases where patients rights are infringed,
- ❖ applying to the proper bodies to start the legislative initiative or to issue or change legal acts concerning the protection of patients rights,
- ❖ preparing a study and issuing publications, as well as educational programmes,
- ❖ cooperating with public authorities, non governmental and community organisations,
- ❖ analysing patients complaints in order to define the existing threats and any areas in the health system, which may require improvement.



Commissioner for Patients' Rights

# Contact with the Bureau of Commissioner for Patient's Rights



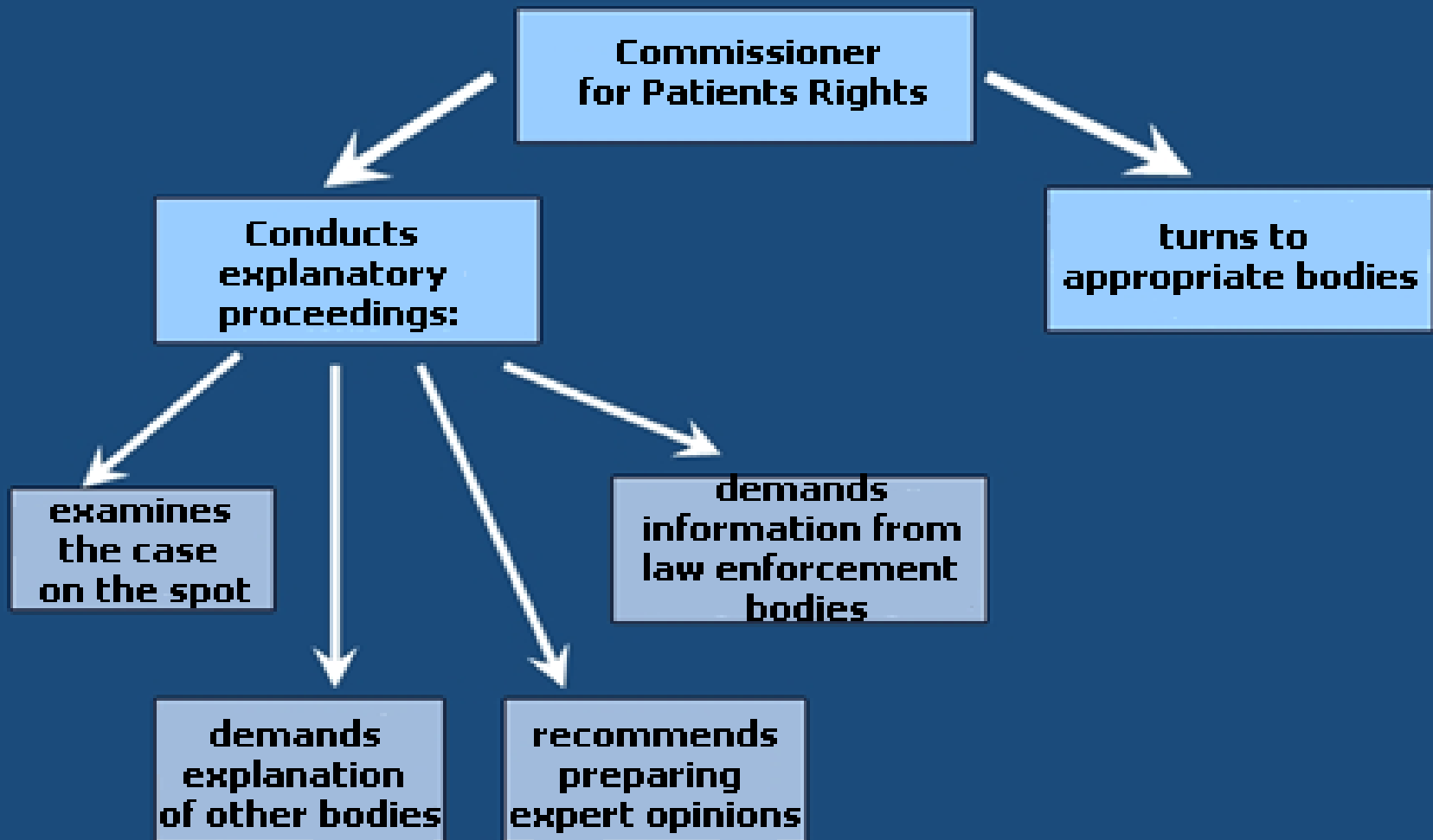


# Patients have a right to:

1. Health benefits according to the current medical knowledge
2. Information about health condition
3. Confidentiality of information
4. Expressing agreement to giving health benefits
5. Intimacy and integrity
6. Medical documentation
7. Disagreeing with or questioning the doctor's opinion
8. Respect of private and family life
9. Pastoral care
10. Keeping valuables in a deposit



# The Commissioner taking on a case, always proceeds in the following way:

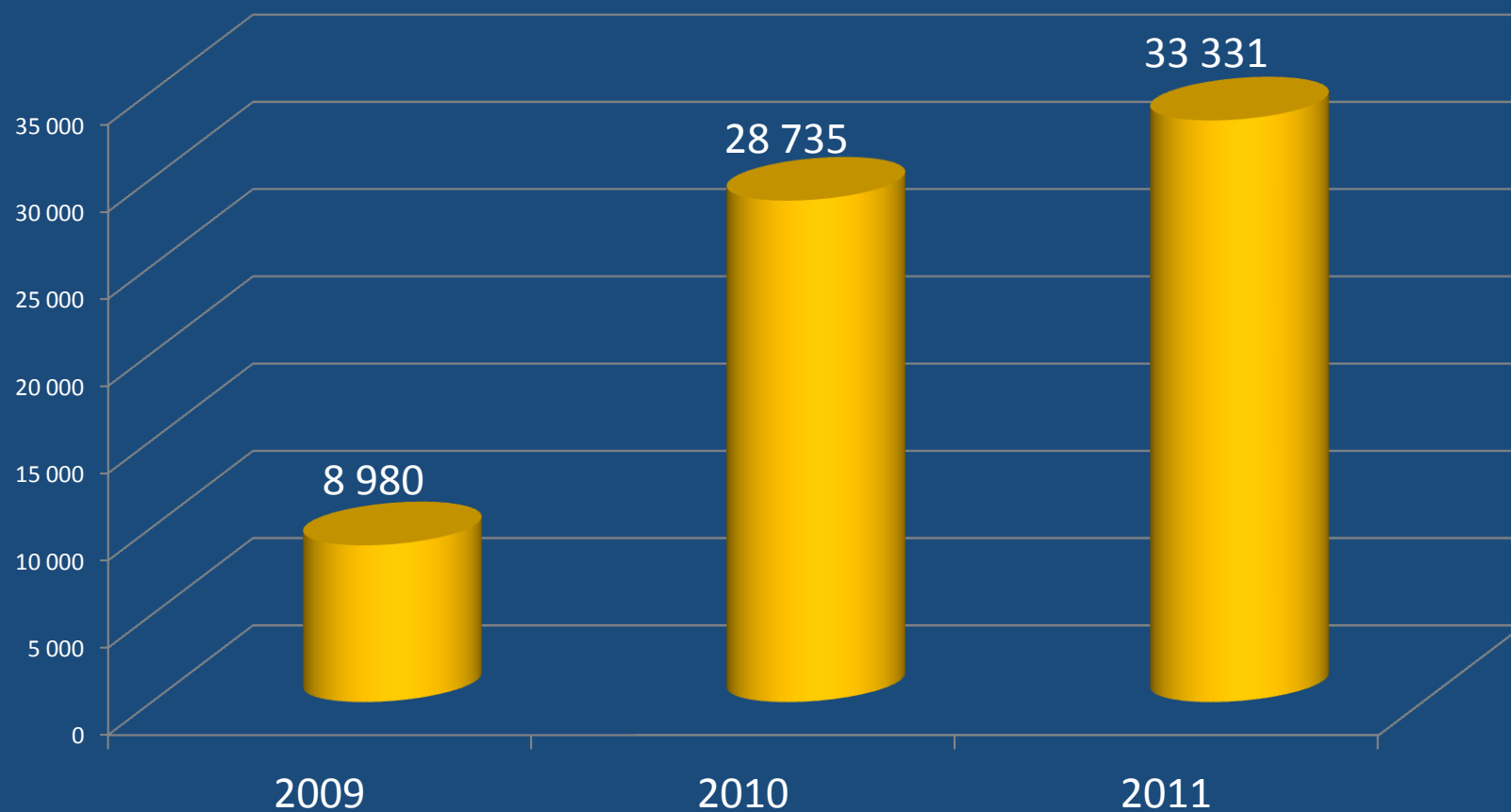






# Practical data

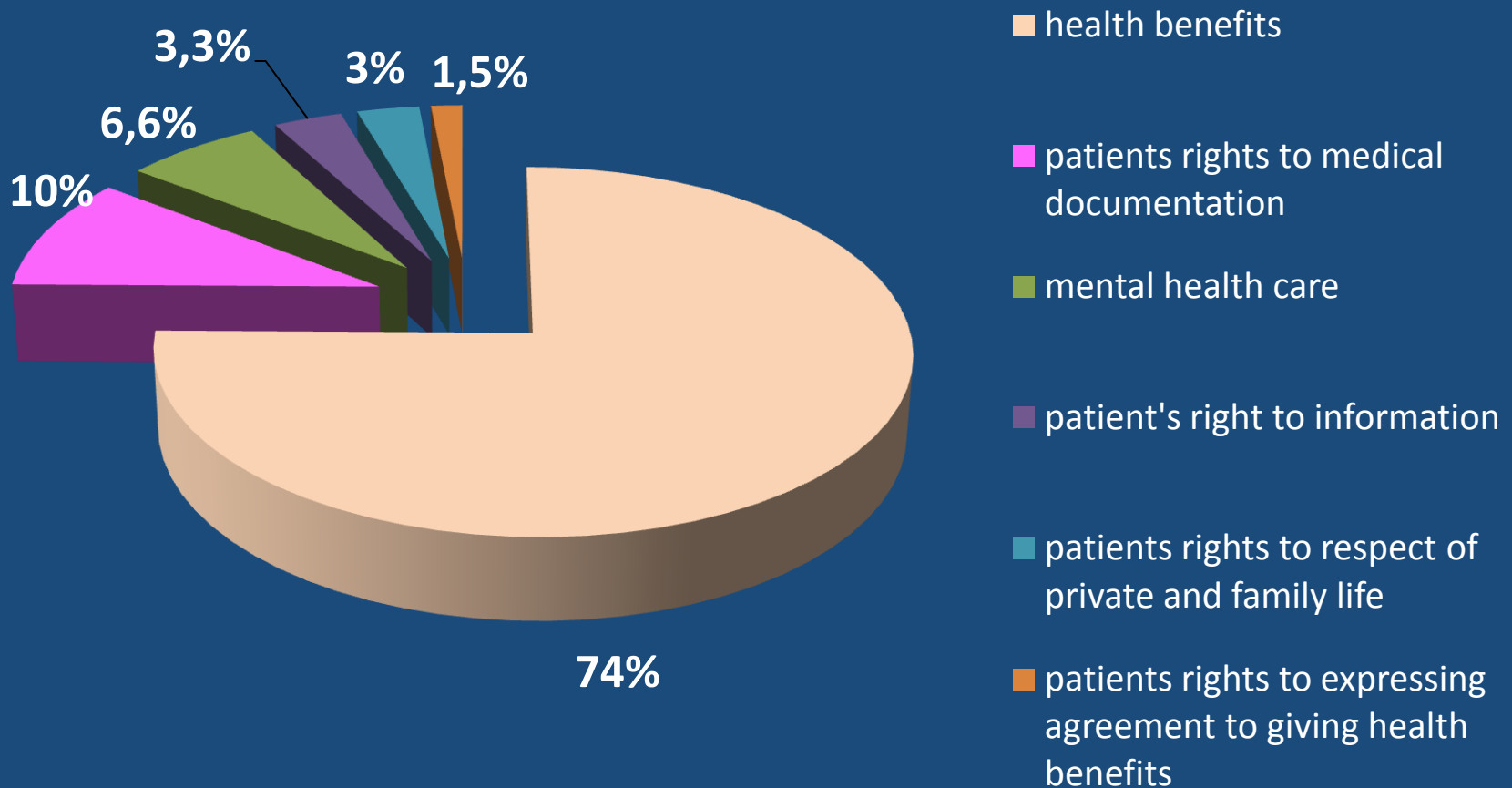
The number of cases received in 2009-2011





# Practical data

In 2011 the most received common complaints were related to:





# Inequalities in health benefits

Patient's right to health benefits according to the current medical knowledge and numbers:

## Examples:

- refusal to render benefit (2010 - 376 ; 2011 – 631)
- refusal to record referral and to place patient in line (2010 - 476 ; 2011 – 982)

There exists specific law regulated by the Minister of Health regarding access to health benefits: urgent case and stable case.



# Inequalities in health benefits

## Seniors

- Given experiences of Commissioner for Patients' Rights more than a half of all received cases come from the elderly people
- It's a very significant problem – the elderly people feel lost in healthcare system, even discriminated by medical staff – Commissioner conducts explanatory proceedings and also operations rising the awareness of patient's rights in order to improve their situation
- 2012 - European Year for Active Ageing and Solidarity between Generations – in November Bureau will organise National conference with participation of the Minister of Health and the Minister of Labour and Social Affairs



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# Contact with the Bureau of the Commissioner for Patients' Rights

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Nationwide Freephone Helpline:

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open from Monday till Friday 9 A.M.- 9 P.M.