Patient Charter

PUBLIC CONSULTATION

1. Background

Health and healthcare are a priority for each and every one of us. Prevention of ill health as well as timely and appropriate care when we need it are high on our agenda. Being aware of our rights and responsibilities as patients is therefore essential. This Patient Charter, the first of its kind in Malta, is designed to do just that. The Charter addresses the manner in which the health care service is to be provided, the level of quality expected and the time by when care should be provided in relation to the acuity of a patient’s condition.

It is structured around the following 8 principles that form the foundation for a safe equitable healthcare service delivery:

1. Health Protection
2. Access
3. Information
4. Participation & Informed Consent
5. Privacy and Confidentiality
6. Dignity and Respect
7. Safe healthcare
8. Comments and Complaints
This document is being presented as a basis for consultation. All stakeholders are invited to actively participate in the discussion.

2. Submission of input

Submissions must be sent in through the following channels:

By email: consultations.meh-health@gov.mt
By post: The Director Healthcare Standards
Superintendence of Public Health
Healthcare Standards Directorate
St Luke's Hospital OPD Level 1
St Luke's Square
Gwardamangia

All input towards this consultation must be received by 11th June 2016

We thank you in advance for your input.
Please be informed that submissions may be published on the webpage of this consultation at the end of the scoping phase.