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# Unit 4 – Healthcare and Ethics

## 4.1 – Healthcare Providers in the Community

Healthcare providers are people or companies that give healthcare services to patients and consumers



**Tertiary Care** – specialist care usually given in a hospital, patients usually need further care or treatment

**Primary Care** - the person you would usually go to first when you are feeling unwell or have an injury

Example: nurses

**Secondary Care** – specialists in an area of the body or disease

Example: cardiologists look at the heart



## 4.2 – The role of different healthcare professionals

- Healthcare professionals are trained and educated in different areas of healthcare

The areas include:

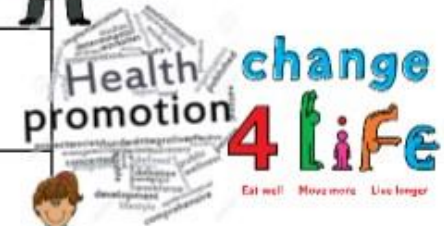
- Prevention of illness and disease
- The promotion of health
- Health education
- Finding illness and disease
- Treating illness and disease



- Dietician
- Doctor
- Nurse
- Health promoter
- Paramedic
- Pharmacist

- Physical therapist
- Psychologist
- Emergency medical technician (EMT)

Healthcare professional	Role description (what they do?)
Nutritionist/ dietitian	Identify <u>nutrition deficiencies</u> (provide: meal plans/ health promotion & education)
Doctor	<u>Assess, diagnose &amp; treat</u> a patient who is sick
Health promoter	<u>Educate</u> people about their <u>health</u> before they develop health problem
Nurse	<u>Provide healthcare</u> to individuals/ families & communities
Paramedic	The <u>first</u> on the scene of an <u>emergency</u> & provide care to the patient
Pharmacist	Works closely with <u>medications</u> and understands their dosage usage & interactions in the body
Physical therapist	Works closely with the patient who has <u>injury</u> or <u>disability</u> to <u>encourage movement</u>
Psychologist	Assess, diagnose & treat <u>psychological illnesses</u>



## 4.3 Patient's rights and responsibilities in healthcare

### Rights:

How a patient should be treated in the healthcare setting



دائرة الصحة  
DEPARTMENT OF HEALTH



information on how to make a complaint about your treatment

### Patient rights – Department of Health Abu Dhabi

1. To be treated to the highest standard by healthcare providers in a healthcare setting
2. To be involved in any decision made about the treatment
3. To have communications in your native language or through an interpreter
4. To refuse or accept treatment
5. To have access to your medical records that are accurate and up-to-date
6. To receive information about healthcare facility regulations and policies
7. To be kept safe in the environment and practices
8. To get a second opinion
9. Privacy about yourself and your information
10. To be informed about costs and expenses before making decisions
11. To have treatment in emergency situations regardless of insurance card
12. To get

## Patient responsibilities – Department of Health Abu Dhabi

1. Take your insurance card to the healthcare facility
2. Follow any rules and regulations of the healthcare facility
3. Follow the treatment plan given to you
4. Ask any questions if you are not clear about your care
5. Consider the rights of other patients and healthcare professionals
6. To not use abusive language or show unsocial behaviour
7. To show consideration for the needs of others
8. Only use emergency services in urgent problems
9. To always give accurate information
10. To face the outcomes of your own actions if you do not follow advice or instructions
11. To safeguard your belongings
12. To keep appointments or to tell staff if you cannot make it
13. To tell staff about any special needs when you leave the facility

### Responsibilities:

How the patient is expected to behave in a healthcare setting



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## 4.4 Ethics in Healthcare

- Ethics affect how people make decisions and lead their lives

Ethics covers:

- How to live a good life
- Our rights and responsibilities
- The language of right and wrong
- Moral decisions – knowing good from bad



### Ethics in Healthcare

- Moral principles relating to healthcare professionals and clinics
- Four main principles of ethics: autonomy, beneficence, non-maleficence and justice

### Autonomy

- Freedom of choice
- Patients should have control over what happens to their body
- The patient must be allowed to make their own decisions

### Beneficence

- For the patient's benefit
- Healthcare providers must do all they can to benefit the patient
- They must consider the patients' needs – what is good for the patients

## PRINCIPLES OF ETHICS



AUTONOMY



BENEFICENCE



NONMALEFICENCE



JUSTICE

### Non-maleficence

- To do no harm
- Medical providers must look at other people who could be affected by the decision made
- Example: stopping a medication that is proven to cause harm

### Justice

- Fairness
- Medical decisions should be fair
- Fair decisions and equal distribution of resources and treatments
- Must follow all laws and legislation when making choices



## 4.5 Legal and ethical regulations and patient confidentiality

Regulating healthcare in the UAE:

- The Ministry of Health and Prevention
- Department of Health – Abu Dhabi
- Dubai Health Authority (DHA)



Confidentiality = Keeping information private

Patient confidentiality

- Patients have the right to assess and have a copy of any data or records relating to themselves
- Patients have the right to transfer their data and records to another provider
- Providers must follow procedures on the collection, use, retention, storage and destruction of data
- Providers must maintain effective systems for the management of confidential data
- Providers must treat all patient information as confidential, this must not be disclosed or used for anything other than healthcare

## 4.6 – Patient safety and harm prevention



Patient Safety by the World Health Organization (WHO)

6 goals:

1. Identify patients correctly
2. Improve effective communication
3. Improve the safety of high-alert medication
4. Ensure safe surgery
5. Reduce the risk of healthcare-associated infections
6. Reduce the risk of patient harm

Patient safety – avoiding preventable harm to the patient receiving healthcare



**World Health Organization**