

Patients' Rights: Awareness of the Pediatric Patients' Guardians Attending Benha University Hospital.

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Abstract

Introduction: The majority of the patients would do nothing when facing problems or harm in the hospital if they ignore their rights or how to insist on them. **Objectives:** The objectives of this cross sectional study were to assess the awareness of the pediatric patients' guardians about Patients' Rights and to detect the factors associated with this awareness. **Subjects and Methods:** An interview questionnaire sheet was completed by 375 guardians; it included items about their socio-demographic characters and items to assess their awareness about the term of Patients' Rights and its components. **Results:** About 75% of the interviewed child guardians were familiar with the term of patient's rights, but only 4.8% of them reported they saw a post showing the patients' rights in the hospital. The guardians showed high awareness regarding some rights rather than others. Urban residents were significantly ($P < 0.05$) more aware of two rights than rural ones. There was a significant association between the age of the sick child and the awareness of his guardian about another two rights $P < 0.05$. Being familiar with the term of "Patients' Rights" and most of its components increased significantly ($P < 0.05$) with higher educational levels of the guardians. Guardians of children with chronic diseases were significantly more familiar with the term ($P = 0.004$). **Conclusion:** Although a good percentage of the studied guardians were familiar with the term of patients' rights, about one quartet of them did not know that their sick children have rights.

Key words: Patients' Rights, awareness, pediatric patients, guardians.

Introduction

Since the Human Rights issue has been introduced by the United Nations in 1948, the World Health Organization (WHO) generated Patient Bills of Rights (PBR), and legislations on PBR have been passed all over the world^(1,2). The notion of patient rights has been developed on the basis of concept of the person, and the fundamental dignity and equality of all human beings recognized in the Universal Declaration of Human Rights⁽³⁾.

The PBR are listed regulations for those receiving medical care⁽²⁾ emphasizing on their care and treatment rights⁽⁴⁾. The majority of patients are not aware of their rights. Many patients simply do what the physician tells them to do. Some patients do not even ask why. Many patients do not ask questions because they do not want to take up the doctor's or nurse's time or appear ignorant. Some may not know which questions to ask⁽⁵⁾.

The PBR are guarantees to ensure the ethical treatment of all patients, to help patients trust the healthcare system, to ensure that the healthcare system is fair and it works to meet patients' needs, to encourage patients to take an active role in staying or getting healthy, to stress the importance of a positive communication between patients and their healthcare givers, and to assure the provision of high quality healthcare (2,6,7,8). Patients' rights observance is one of the effective measures of patients' satisfaction of health care services (9).

Nowadays, healthcare systems in many countries have defined certain rights for patients, and the healthcare providers are obligated to abide by these rights when providing service (10). Patient's rights vary in different countries often depending upon the prevailing cultural and social norms but there is growing international consensus that they include privacy, confidentiality of medical information, treatment refusal, proper information on healthcare services, consultation on medical emergencies, and acknowledgment of relevant risk of medical procedures (1,2,4). They may take the form of a law or a non-binding declaration (2, 6).

In Egypt, in November 2003, the Doctors' Syndicate gave its overwhelming approval and support to the "Bill of Patients' Rights" recently issued by the New Kasr Al-Aini Teaching Hospital. The syndicate's council called for the document to be used as a "model" in all Egyptian hospitals. Although the bill is not binding, it is meant to protect patients' rights regarding the medical care and services they receive in the hospital's in- and out- patient clinics and emergency units (9).

During the past few years, Egypt has implemented several diverse legal, political, and administrative mechanisms to deal with health care ethical problems. Despite major achievements, several problems persist, including unethical behavior of health care workers, inequity, and poor patient realization of self-empowerment (11).

Objectives

The objectives of this work were: to assess the awareness about the patients' rights among the pediatric patients' guardians attending Benha University Hospital in Egypt and to detect the factors associated with this awareness.

Methodology

This was a cross sectional study, conducted upon the pediatric patients' guardians at the Pediatric inpatient wards, Pediatric outpatient clinic and the Emergency Room (ER) in Benha University Hospital. The field work was conducted over a period of three months, from the beginning of August till the end of October, 2013.

Sample

The required sample size was calculated according to the equation: $n = Z^2(p \cdot q) / E^2$, where n = minimal sample size, p = proportion of the guardians that are aware of the term of patient's rights (obtained from previous literature), it was 0.586 (12), $q = (1 - p)$, E = Standard error = 0.05, so (n) was 373.

Data were collected from patients and their guardians attending the ER, the Pediatric outpatient clinic and the Pediatric inpatient wards over a period of three months, one month from each site. A structured anonymous

questionnaire sheet was used; the total number of the guardians who accepted to participate was 375 out of 404 with 92.8% response rate.

The ER was visited twice weekly where the pediatric patients only were selected; the average number of the questionnaires filled each time was about 10, the total number was 76. The outpatient clinic was visited also twice weekly, the mean number of the patients' guardians who filled the questionnaire each time was about 19, the total number was 155. The inpatient wards were visited once per week (to give chance for turnover), each time all patients in each ward were listed and given numbers, systematic random sample technique was used to select the patient where the first number was chosen by the simple random sample then each fourth patient was taken, the total number was 144.

Tool of data collection:

A structured anonymous interview questionnaire sheet written in Arabic language and containing 2 sections was used:

- 1- Section 1: The socio-demographic data of the children and their guardians.
- 2- Section 2: Assessed the familiarity of the patients' guardians with the term of "Patients' Rights" and evaluated their awareness about fourteen Patients' Rights, it also investigated the presence of a chart of Patients' Rights in the hospital. This part was adopted and modified from the list of New Kasr Al-Aini Teaching Hospital and similar study⁽¹²⁾. Two academic Public Health professors have revised the questionnaire for its content and construct validity.

Ethical considerations:

A written informed consent (in Arabic language) was obtained from the patients' guardians before participation; it included data about aim of the work, study design, site, time, subject and tool. They were informed that all collected data will be confidential and used for scientific purposes only. They were informed also that no invasive or painful techniques will be carried upon them. Also, an approval from The Research Ethics Committee in Benha faculty of medicine was obtained before the conduction of this work, and lastly an official permission was obtained to interview the patients and their guardians from the Dean of the Faculty of Medicine and the Head of the Pediatrics Department.

Statistical analysis:

The collected data were tabulated and analyzed using SPSS version 16 software. Qualitative data were expressed as frequencies and percentages, while continuous variables were presented as mean \pm standard deviation and range. Chi square " X^2 " and Fisher's exact tests of significance were used. Monte Carlo Exact Test was used to calculate Fisher's exact test for tables larger than 2x2. The accepted level of significance in this work was 0.05 (2 sided P value \leq 0.05 was considered significant).

Results

This study showed that the mean age of the studied children was 25.7 month (SD: 26.3). One hundred ninety seven (52.5%) of the patients were males while 178 (47.5%) were females, (75.5%) were from rural areas. The interviewed person was mostly the mother (91.2%). The age of the studied guardians ranged from 27 to 49 years with mean value 37 ± 7.4 , 46.7% of them education level less than secondary school (Table 1).

Table (2) shows that 20.8% of the studied sample were interviewed at the ER, 38.4% were inpatients and 41.3% were seen at the outpatient clinic. It also shows that the majority of the illness was chest infections (48.3%). Sixty point five percent of the illness were of acute condition and (39.2%) were of chronic ones.

Table (3) shows that 74.9% of the interviewed child guardians were familiar with the term of patient's rights, 4.8% reported that they saw a post showing the patients' rights in the hospital, (5.2% of those who at least read and write). More than half (58.7%) of them didn't know that the physician should present himself to the patient, 24.8% did not know that the physician should tell the patient different ways of treatment, 38.4% were not aware of the right to obtain a copy of their child file, 30.1% did not know about the right of optional participation in research and 27.7% weren't aware about being transferred only after the availability of places and medical care. On the other hand, 89.3% of the child guardians were aware that the physician should respect the privacy of the patient and give him a chance to explain his complaint, 86.7% knew that the physician should explain the patient condition in an easy language and their informed consent should be taken before any intervention. Eighty nine point nine percent knew that the physician should deal with the patient in a good manner, 81.3% were aware of the right of confidentiality of the patient condition, 85.3% were aware that they should know the cost of treatment. Eighty two point one percent knew the right of having an emergency care before paying first, 80.5% knew the right to complain for any problem to the manager, and 86.4% of them were

aware about the right to have a discharge summary.

The study investigated the relation between the awareness of the child guardians about patients' rights and the socio-demographic characteristics. The results showed that there was no statistically significant difference between gender of the child and the awareness of his guardians about his rights as a patient (P value >0.05 for all rights).

Regarding residence, this work demonstrated that there was a statistically significant association between the awareness of the child guardian about the patient's rights and their residence regarding two Rights only; to obtain a copy of the patient's file ($P=0.04$) and the right for emergency care without paying first ($P=0.01$) where urban residents were more aware (70.7% and 91.3% respectively) than rural ones (58.7% and 79.1% respectively), (Table 4).

This study revealed a significant association between the age of the sick child and the awareness of his guardian about two of the studied patient's rights, where the guardians of older children (5 to <8 years and ≥ 8 years) were aware that the physician should present himself to the patient at higher percentages (76.9% and 55.2% respectively) than the guardians of the children aged 2 to <5 years and those aged <2 years (41.1% and 37.6% respectively) ($P=0.02$). On the other hand, the guardians of the children aged >8 years were aware of the Right of optional participation in research at a lower percentage (38.5%) than those of younger children aged <2 years, 2 to <5 years and those 5 to <8 years (68.3%, 74.1% and 79.3% respectively) ($P=0.04$), (Table 5).

Table (6) shows that the percentages of being familiar with the term of "patients' rights" increased significantly ($P < 0.001$) with higher educational levels of the guardians (70.8%, 82.6% and 97% for basic, secondary and university level respectively) compared with illiterates (42.2%). Also, the percentages of awareness of patients' rights associated with higher levels of guardians' education, this association was statistically significant ($P < 0.05$) for all the studied patients' rights except the rights; "to be told about different treatment options", "optional participation in research" and "the referral protocols".

The results also demonstrated that guardians of children with chronic diseases were familiar with patients' rights at higher percentage (83%) than those of children with acute medical conditions (69.6%), this difference was statistically significant ($P = 0.004$). On the other hand, there was no statistically significant association between the disease condition of the child and the awareness of his guardians with all patients' rights ($P > 0.05$ for all).

It was found that 89.5% of the interviewed guardians at ER and 84.7% of those interviewed at the inpatient wards were aware of the right of having emergency care before paying first, compared with 76.1% of those seen at the outpatient clinics ($P = 0.03$). Guardians interviewed at the inpatient wards were aware of the right of obtaining a copy of their files at higher percentage (71.5%) than those seen at the ER and the outpatient clinics (56.6% and 54.8% respectively), this difference was also statistically significant ($P = 0.007$).

Discussion

The present study aimed to assess the awareness of patients' guardians about the term "patients' rights" and its different components. Such awareness carries an importance for the patients because if the guardians are aware of these rights during the course of medical care, they can preserve their children and be able to take the right decisions about their health status. Moreover, the majority of the patients and their guardians would do nothing when facing problems or harm in the hospital if they ignore their rights or how to insist on them⁽²⁾.

The present study showed that 74.9% (281/375) of the child guardians were familiar with the term of "patients' rights". On the other hand, 25.1% (94/375) of them did not know that their children have rights. The discrepancy between the relatively good level of the awareness about this term compared to the reasonable percentages of illiteracy and low educational levels among the studied child guardians could be explained by the figures of the source of their knowledge; where the majority 78.6% (221/281) of the aware guardians heard about it from mass media as TV and Radio and community leaders (nurses). Sixteen point seven percent (47/281) obtained their information by attending health education sessions while only 4.6% (13/281) of them have read about it. It is clear that an important source of information is people who talk, where most illiterates can form an idea or take an experience especially if these people have the ability to explain ideas and persuade others by their thoughts. Moreover, guardians may show high percentage of yes when asked about the term, but give lower responses when asked about its components.

However, similar results were obtained by Ducinskiene et al., in 2006⁽¹³⁾ who conducted a cross

sectional study in Lithuania to assess the awareness and practice of patient's rights law. They declared that 56% of the respondents were aware about the patients' rights of whom 19.8% read about them and 36.2% heard about them. This similarity could be due to similar socio-demographic conditions in poor developing countries. Also, a study carried out by Al Moajel, 2012⁽¹⁴⁾ to assess the hospitalized patients' awareness of their rights in Saudi governmental hospital, found that 25.2% of the studied patients don't know that they have rights. On the other hand, a hospital survey about patients' rights was tailored in South Egypt by Abou Zeina et al., 2013⁽¹¹⁾. They declared that three quarters of the patients and their guardians did not know about the term of patients' rights. This is an alarm to give more attention to this region.

A small percent (4.8%) of the studied guardians reported they saw a poster showing the patients' rights in the hospital, this may be due to choosing inaccessible places for the poster, the high percent of illiterate guardians who are not aware what posters illustrate or due to the absence of the poster. The investigator looked for such a poster in the Pediatrics department but it was absent, so, this percent reported by the guardians indicates seeing the post in other departments to which they were previously admitted.

The current work demonstrated that patients' guardians had high awareness regarding some rights rather than others. The reason for this may be that some rights are embedded in the treatment process so the guardians are fully aware of them. In this study, more than half (58.7%) of the guardians didn't know that the physician should present himself to the patient. Similar findings were obtained

by Habib and Al Siber, 2013⁽¹⁵⁾, they assessed the awareness and source of information of Patient's Rights through a cross-sectional survey in Riyadh Saudi Arabia. They stated that only 2.7% were aware about the right to have the health care staff introduce themselves to them. Yaghobian et al., 2014⁽¹⁶⁾ declared that 63.4% of the participants in their study about the association between awareness of patient rights and patient's education, seeing bill and age, were not aware of the right to know the name of physicians and nurses. Patients didn't request to know healthcare providers, as they were afraid of receiving negative reactions. Health care providers should respect this right if they want a better communication with patients.

Thirty eight point four percent were not aware of the right to obtain a copy of their child file, this is much higher than the result obtained by Abd El Fattah et al, (2012)⁽¹²⁾ who conducted a cross sectional study to assess the Awareness of Patients' Rights by Patients and Medical Staff in Some Pediatric Health Facilities in Ain Shams University Hospital, Egypt. They said that only 14% of their participant did not know about this right. 30.1% did not know about the right of optional participation in research and this is much lower than the figure declared by^(14, 15) where 70.6% and 61.4% respectively reported they are not aware about this right. 27.7% weren't aware about being transferred only after the availability of places and medical care. The current results are lower than other results in previous literature as Parsapoor, et al., 2012⁽¹⁷⁾ who studied the views of patients, nurses and physician regarding patient's rights in three hospitals in Tehran; a general teaching hospital, a private hospital, and a

public one, where the observance of the right to obtain a copy of their medical record was mentioned only by 70% of the participants.

Although this work demonstrated that 75.5% of the child guardians were aware that the physician should tell the patient different ways of treatment, and this figure is higher than those declared in literature^(15, 16), there was still about quarter (24.5%) of them ignoring this important item that is directly related to the treatment process and outcome.

On the other side, the results showed that guardians have had good awareness regarding some rights; 89.3% of them were aware that the physician should respect the privacy of the patient. Similar figures were obtained by previous studies^(14, 15), where 85.0% and 80.3% of the patients respectively were aware about this right. 89.3% of them knew that the physician should give the patient a chance to explain his complaint. This figure is smaller than that obtained by⁽¹²⁾, who found that 99.8% of the studied guardians were aware about this right. Regarding the right that the physician should explain the patient condition in an easy language, this work showed that 86.7% of the guardians were aware, this is higher than the results of a study carried out in Saudi Arabia⁽¹⁴⁾ where only 26.1% were aware and 10.5% were aware to some extent about this right. This difference is due to that the later study was conducted upon adult patients while the current work assessed the awareness of the pediatric patients' guardians where child caregivers are usually anxious and worry about their children's condition which is a motive to read and/or ask about their rights and duties especially in chronic conditions.

89.9% of the child guardians were aware that the physician should deal in a good manner with the patient (receiving respectful and non-discriminatory services regarding race, religion or political beliefs). This figure is similar to that obtained by previous investigator⁽¹⁴⁾. It also agrees with⁽¹⁷⁾, whose results demonstrated that there was a general consensus among patients regarding complete observance of the right of receiving respectful and non discriminatory service. In Turkey, a study by Kuzu et al ,2006⁽¹⁸⁾ upon 166 patients in internal medicine and surgery wards of three general hospitals in Denizli, showed that 91% believed that there were no fair accesses to healthcare services. It needs to be mentioned that the difference in terms of fair access to healthcare services may be due to different perceptions of the interviewees regarding the concept of fairness and justice.

Informed consent is an autonomous action by a subject or patient that authorizes a professional either to involve the subject in research or to initiate a medical plan for the patient⁽¹⁹⁾. The study revealed that 86.7% of the guardians knew that they should give an informed consent before any medical intervention. This finding is higher than that concluded by Kagoya et al., 2013⁽²⁰⁾ in a study carried to assess the awareness of, responsiveness to and practice of patient's rights at Uganda's national referral hospital, where 73.5% of the patients were aware about this right. As regard confidentiality of the patient condition, about 81.3% of the studied sample was aware of this right. This agrees with⁽¹⁴⁾ where 80.3% of their participants were aware of this right, but it is lower than the findings obtained by⁽²⁰⁾, where 94.8% of the patients knew it.

Eighty five point three percent and 82.1% of the patients' guardians were aware that they have the rights to know the cost of treatment and to have an access to the emergency care before paying first respectively, these results are consistent with similar local study⁽¹²⁾ where 79.9% and 86.3% of their studied patients were aware of these rights respectively. Considering the patient's right to complain to the manager for any problem, 80.5% of the studied guardians were aware about this right which is little higher than the figure declared by⁽¹⁵⁾ where 73.6% of their studied sample were aware of this right. The right of the patient to have a discharge summary was known by 86.4% of the guardians, which is higher than the result obtained by⁽¹⁴⁾ where 53.2% of the participants were aware about this right.

The results investigated the impact of the socio-demographic characters of the studied children and their guardians on the awareness of their guardians about patients' rights. It was shown that there was no statistically significant difference between gender of the child and the knowledge of his guardians about his rights as a patient; this is a good indicator that the culture of gender discrimination is not prevalent among the studied sample in spite of the high percentage of the illiterates and those of lower educational level. On the contrary, there was a significant association between the age of the sick child and the knowledge of his guardian about two of the studied patient's rights, where the guardians of older children were more aware that the physician should present himself to the patient. This can be explained on the basis of accumulation of knowledge and experience with increased child ages especially those suffering chronic conditions. On the other hand, the

guardians of the children aged >8 years were aware of the Right of optional participation in research at a lower percentage than those of younger children, this is because this right is a specific and more scientific than other rights, not related to general knowledge, it depends on high educational level and culture, not only the time for accumulation of experience, so younger children may have highly educated and more cultured guardians than older ones.

The urban residents were more aware than rural ones regarding two Rights; to obtain a copy of the patient's file and the right for emergency care before paying first. This may be explained by the fact that general knowledge and access to information are higher among urban people that can improve their awareness of their rights. These findings agree with⁽²⁾ who found a significant relationship between patient's awareness and the place of residency ($P < 0.001$).

Being familiar with the term of patients' rights and most of its components significantly related to higher educational levels of the guardian. This result agrees with previously mentioned studies^(2, 13) and with Zulfikar and Ulusoy, 2001⁽²¹⁾ who carried out a Turkish study titled: Are patients aware of their rights? They stated that only 23% of patients were able to recognize their rights and this showed a significant difference related to the educational level. Moreover, guardians of children with chronic diseases were familiar with patients' rights at higher percentage than those of children with acute medical conditions, this is due to that chronic conditions may be a motive for the caregivers to read more or search more about such lifelong condition and the medical care that should be

provided to their children, also, due to the accumulation of knowledge with the long duration of suffering.

Conclusion

This study tried to stand on the actual perception of our pediatric patients' guardians about the rights of their sick children and to highlight patients as a corner stone for improving the health care services depending on their expectations from the health institution. Although a good percentage of the studied guardians were familiar with the term of patients' rights, about one quartet of them did not know that their sick children have rights. On studying the rights individually, the results demonstrated that patients' guardians had high awareness regarding some rights rather than others. Moreover, some of them were aware of the rights but ignoring the term itself.

Recommendations

Increasing public awareness about patients' rights by some ways to as having a statement of patients' rights visibly displayed not only in the Pediatrics Department in Benha University Hospital, but in all public health institutions. Ideally, a completed list should be given to each patient and posted in each hospital room, unit, clinic, outpatient setting and physicians' office. At the same time, health care providers must fulfill their obligation to inform communities about patients' rights, and create mechanisms of grievance within public health institutions.

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Table (1): Socio-demographic characteristics of the studied patients and their guardians.

Variable		N=375 No. (%)
Sex	Male	197 (52.5)
	Female	178 (47.5)
Age (months)	Mean \pm SD; (range)	25.7 \pm 26.3; (1m-13y)
Residence	Rural	283 (75.5)
	Urban	92 (24.5)
Guardians	Mother	342 (91.2)
	Father	13 (3.5)
	Others†	20 (5.3)
Age of the guardians (y)	Mean \pm SD; (range)	37 \pm 7.4; (27-49)
Education level of the guardians	Illiterate	30 (8.0)
	Read and write	15 (4.0)
	Primary	40 (10.7)
	Prep.	90 (24.0)
	Secondary	167 (44.5)
	University	33 (8.8)

† Others (Grandma – Sister – Aunt)

Table (2): Frequency distribution of the studied patients according to the site of meeting and their illness.

Variable		N=375 No. (%)
Site of meeting	Emergency Room	76 (20.8)
	Inpatient	144 (38.4)
	Outpatient	155 (41.3)
Disease	Gastroenteritis	77 (20.5)
	Chest infection	181 (48.3)
	Inborn error of metabolism	6 (1.6)
	Cardiology	5 (1.3)
	Endocrinal diseases	3 (0.8)
	Blood disorders	20 (5.3)
	Genetic disorders	6 (1.6)
	Failure to thrive	21 (5.6)
	Renal diseases	21 (5.6)
	Hepatic diseases	10 (2.7)
	Neurological diseases	16 (4.3)
Typhoid fever	9 (2.4)	
Condition	Acute	227 (60.5)
	Chronic	147 (39.2)
	Missing	1 (0.3)

Table (3): Frequency distribution of the studied sample according to the awareness of the child guardians about the patients' rights.

Variable	Awareness (N=375)	
	No No. (%)	Yes No. (%)
Are you familiar with the term of (patients' rights)?	94 (25.1)	281 (74.9)
Did you see a post of the patients' rights in the hospital? (n=345)‡	327 (94.8)	18 (5.2)
Do you know that the patient has the following rights?		
The physician should present himself to you	220 (58.7)	155 (41.3)
The physician should respect the patient's privacy	40 (10.7)	335 (89.3)
The physician should give you chance to explain your complain	40 (10.7)	335 (89.3)
The physician should explain patient condition in an easy language	50 (13.3)	325 (86.7)
The physician should tell you different ways of treatment	93 (24.8)	282 (75.2)
The physician should deal in a good manner with you	38 (10.1)	337 (89.9)
Confidentiality of the patient condition	70 (18.7)	305 (81.3)
To obtain a copy of his file	144 (38.4)	231 (61.6)
Optional participation in research	113 (30.1)	262 (69.9)
Give an informed consent before any intervention	50 (13.3)	325 (86.7)
To Know the cost of treatments	55 (14.7)	320 (85.3)
To have emergency care without paying first.	67 (17.9)	308 (82.1)
To complain for any problem to the manager	73 (19.5)	302 (80.5)
To be transferred after making sure of availability of places and care (referral protocol)	104 (27.7)	271 (72.3)
To have a discharge summary	51 (13.6)	324 (86.4)

‡→ thirty illiterate guardians were excluded from this question.

Table (4): Relation between the awareness of the child guardians about the patients' rights and their residence.

Residence		Rural	Urban	χ^2	P
		N=283	N=92		
Variable		No. (%)	No. (%)		
Are you familiar with the term of (patients' rights)?	No	73 (25.6)	21 (22.8)	0.32	0.56
	Yes	210 (74.5)	71 (77.2)		
Did you see a post of the patients' rights in the hospital? (n=345)‡	No	250 (98.8)	77 (83.7)	31.2	<0.001*
	Yes	3 (1.2)	15 (16.3)		
Do you know that the patient has the following rights?					
Physician presents himself to you	No	164 (58.0)	56 (60.9)	0.24	0.62
	Yes	119 (42.0)	36 (39.1)		
Respect privacy	No	33 (11.7)	7 (7.6)	1.20	0.27
	Yes	250 (88.3)	85 (92.4)		
Chance to explain your complain	No	31 (11.0)	9 (9.8)	0.10	0.75
	Yes	252 (89.0)	83 (90.2)		
Explain patient condition in easy language	No	37 (13.1)	13 (14.1)	0.07	0.80
	Yes	246 (86.9)	79 (85.9)		
Choice of treatments	No	71 (25.1)	22 (23.9)	0.05	0.82
	Yes	212 (74.9)	70 (76.1)		
Dealing in good manner with you	No	27 (9.5)	11 (12.0)	0.45	0.51
	Yes	256 (90.5)	81 (88.0)		
Confidentiality	No	55 (19.4)	15 (16.3)	0.45	0.50
	Yes	228 (80.6)	77 (83.7)		
Copy of your files	No	117 (41.3)	27 (29.4)	4.22	0.04*
	Yes	166 (58.7)	65 (70.7)		
Optional participation in research	No	87 (30.7)	26 (28.3)	0.20	0.65
	Yes	196 (69.3)	66 (71.7)		
Informed consent	No	36 (12.7)	14 (15.2)	0.37	0.54
	Yes	247 (87.3)	78 (84.8)		
Know cost of treatments	No	45 (15.9)	10 (10.9)	1.40	0.24
	Yes	238 (84.1)	82 (89.1)		
Emergency care without paying first.	No	59 (20.9)	8 (8.7)	6.99	0.01*
	Yes	224 (79.1)	84 (91.3)		
Complain in any problem	No	58 (20.5)	15 (16.3)	0768	0.38
	Yes	225 (79.5)	77 (83.7)		
Referral protocol	No	85 (30.0)	19 (20.7)	3.05	0.08
	Yes	198 (70.0)	73 (79.4)		
Discharge summary	No	42 (14.8)	9 (9.8)	1.51	0.22
	Yes	241 (85.2)	83 (90.2)		

* Statistically significant

‡→ thirty illiterate guardians were excluded from this question

Table (5): Relation between the awareness of the child guardians about the patients' rights and the age of the sick child.

Age group Variable		<2 years N=221	2 to <5 years N=112	5 to <8 years N=29	≥8 years N=13	χ^2	P
		No. (%)	No. (%)	No. (%)	No. (%)		
Are you familiar with the term of (patients' rights)?	No	58 (25.9)	26 (23.2)	8 (27.6)	2 (15.4)	FET	0.79
	Yes	163(74.1)	86 (76.8)	21(72.4)	11(84.6)		
Did you see a post of the patients' rights in the hospital? (n=345)‡	No	201(100.0)	94 (92.2)	21(72.4)	11(84.6)	FET	0.003*
	Yes	0 (0.0)	8 (7.8)	8 (27.6)	2 (15.4)		
Do you know that the patient has the following rights?							
Physician presents himself to you	No	138 (62.4)	66 (58.9)	13 (44.8)	3 (23.1)	FET	0.02*
	Yes	83 (37.6)	46 (41.1)	16 (55.2)	10 (76.9)		
Respect privacy	No	24 (10.9)	12 (10.7)	3 (10.3)	1(7.7)	FET	1.00
	Yes	197(89.1)	100 (89.3)	26 (89.7)	12 (92.3)		
Chance to explain your complain	No	26 (11.8)	10 (8.9)	3 (10.3)	1(7.7)	FET	0.90
	Yes	195(88.2)	102 (91.1)	26 (89.7)	12 (92.3)		
Explain patient condition in easy language	No	32 (14.5)	15 (13.4)	2 (6.9)	1(7.7)	FET	0.78
	Yes	189(85.5)	97 (86.6)	27 (93.1)	12 (92.3)		
Choice of treatments	No	55 (24.9)	26 (23.2)	7 (24.1)	5 (38.5)	1.46	0.69
	Yes	166(75.1)	86 (76.8)	22 (75.8)	8 (61.5)		
Dealing in good manner with you	No	26 (11.8)	9 (8.0)	2 (6.9)	1 (7.7)	FET	0.76
	Yes	195(88.2)	103 (92.0)	27 (93.1)	12 (92.3)		
Confidentiality	No	47 (21.3)	19 (17.0)	3 (10.3)	1(7.7)	FET	0.41
	Yes	174(78.7)	93 (83.0)	26 (89.7)	12 (92.3)		
Copy of your files	No	88 (39.8)	42 (37.5)	8 (27.6)	6 (46.2)	1.99	0.57
	Yes	133(60.2)	70 (62.5)	21(72.4)	7 (53.9)		
Optional participation in research	No	70 (31.7)	29 (25.9)	6 (20.7)	8 (61.5)	8.52	0.04*
	Yes	151(68.3)	83 (74.1)	23 (79.3)	5 (38.5)		
Informed consent	No	31 (14.0)	14 (12.5)	3 (10.3)	2 (15.4)	FET	0.92
	Yes	190(86.0)	98 (87.5)	26 (89.7)	11(84.6)		
Know cost of treatments	No	35 (15.8)	16 (14.3)	2 (6.9)	2 (15.4)	FET	0.67
	Yes	186(84.2)	96 (85.7)	27 (93.1)	11(84.6)		
Emergency care without paying first.	No	35 (15.8)	21(18.8)	6 (20.7)	5 (38.5)	4.59	0.20
	Yes	186(84.2)	91(81.3)	23 (79.3)	8 (61.5)		
Complain in any problem	No	40 (18.1)	25 (22.3)	6 (20.7)	2 (15.4)	FET	0.80
	Yes	181(81.9)	87 (77.7)	23 (79.3)	11(84.6)		
Referral protocol	No	69 (31.2)	28 (25.0)	6 (20.7)	1(7.7)	FET	0.18
	Yes	152(68.8)	84 (75.0)	23 (79.3)	12 (92.3)		
Discharge summary	No	31(14.0)	11(9.8)	5 (17.2)	4 (30.8)	FET	0.15
	Yes	190 (86.0)	101 (90.2)	24 (82.8)	9 (69.2)		

* Statistically significant, ‡ → thirty illiterate guardians were excluded in this question, FET=Fisher's Exact Test

Table (6): Relation between the awareness of the child guardians about the patients' rights and their educational level.

Educational level Variable		Illiterate/read and write N=45	Basic education N=130	Secondary N=167	University N=33	χ^2	P
		No. (%)	No. (%)	No. (%)	No. (%)		
Are you familiar with the term of (patients' rights)?	No	26(57.8)	38(29.2)	29(17.4)	1(3.0)	FET	<0.001*
	Yes	19(42.2)	92(70.8)	138(82.6)	32(97.0)		
Did you see a post of the patients' rights in the hospital? (n=345)‡	No	14(93.3)	126(96.9)	158(94.6)	29(87.9)	FET	0.21
	Yes	1(6.7)	4(3.1)	9(5.4)	4(12.1)		
Do you know that the patient has the following rights?							
Physician presents himself to you	No	29(64.4)	80(61.5)	100(59.9)	11(33.3)	9.90	0.02*
	Yes	16(35.6)	50(38.5)	67(40.1)	22(66.7)		
Respect privacy	No	12(26.7)	15(11.5)	12(7.2)	1(3.0)	16.34	0.001*
	Yes	33(73.3)	115(88.5)	155(92.8)	32(97.0)		
Chance to explain your complain	No	11(24.4)	14(10.8)	14(8.4)	1(3.0)	FET	0.01*
	Yes	34(75.6)	116(89.2)	153(91.6)	32(97.0)		
Explain patient condition in easy language	No	11(24.4)	20(15.4)	18(10.8)	1(3.0)	FET	0.03*
	Yes	34(75.6)	110(84.6)	149(89.2)	32(97.0)		
Choice of treatments	No	18(40.0)	30(23.1)	38(22.8)	7(21.2)	6.38	0.09
	Yes	27(60.0)	100(76.9)	129(77.3)	26(78.8)		
Dealing in good manner with you	No	11(24.4)	15(11.5)	10(6.0)	2(6.1)	FET	0.005*
	Yes	34(75.6)	115(88.5)	157(94.0)	31(93.9)		
Confidentiality	No	18(40.0)	27(20.8)	23(13.8)	2(6.1)	FET	<0.001*
	Yes	27(60.0)	103(79.2)	144(86.2)	31(93.9)		
Copy of your files	No	26(57.8)	47(36.1)	62(37.1)	9(27.3)	9.26	0.03*
	Yes	19(42.2)	83(63.8)	105(62.2)	24(72.7)		
Optional participation in research	No	20(44.4)	37(28.5)	48(28.7)	8(24.2)	5.25	0.15
	Yes	25(55.6)	93(71.5)	119(71.3)	25(75.8)		
Informed consent	No	13(28.9)	19(14.6)	17(10.2)	1(3.0)	FET	0.004*
	Yes	32(71.1)	111(85.4)	150(89.8)	32(97.0)		
Know cost of treatments	No	12(26.7)	27(20.8)	13(7.8)	3(9.1)	FET	0.001*
	Yes	33(73.3)	103(79.2)	154(92.2)	30(90.9)		
Emergency care without paying first.	No	18(40.0)	25(19.2)	19(11.4)	5(15.2)	20.14	<0.001*
	Yes	27(60.0)	105(80.8)	148(88.6)	28(84.9)		
Complain in any problem	No	18(40.0)	26(20.0)	25(15.0)	4(12.1)	FET	0.003*
	Yes	27(60.0)	104(80.0)	142(85.0)	29(87.9)		
Referral protocol	No	19(42.2)	37(28.5)	41(24.6)	7(21.1)	6.29	0.10
	Yes	26(57.8)	93(71.5)	126(75.5)	26(78.8)		
Discharge summary	No	15(33.3)	15(11.5)	18(10.8)	3(9.1)	FET	0.003*
	Yes	30(66.7)	115(88.5)	149(89.2)	30(90.9)		

* → Statistically significant,

‡ → thirty illiterate guardians were excluded in this question,

FET=Fisher's Exact Test