

Human Rights

What is the Human Right to Health and Health Care?

The human right to health means that everyone has the right to obtain the highest attainable standard of physical and mental health

Human rights and equality are the building blocks for good health and social care. Providing high standard of respect and fairness for all who are receiving health and social care is the objective of codes of human rights.

Human rights to health care require that hospitals, clinics, medicines, and doctors' services must be accessible, available, acceptable, and of good quality for everyone, on equitable basis, where and when needed.

The design of a health care system must be guided by key human rights. Adequate health care infrastructure as hospitals, community health facilities, trained health care professionals, drugs, equipments, and services must be available to all people.

Health Care Providers

A health care provider is an individual or an institution that provides preventive, curative, promotional or rehabilitative health care services in a systematic way to individuals, families or communities.

An individual health care provider (also known as a health worker) may be a health care professional within medicine, dental, nursing, pharmacy, or allied health professions.

Health care providers must respect dignity, provide appropriate care, be responsive to needs based on gender, age, culture, language, and different abilities.

General and Oral Health information

All information about the patient's general and dental status and records should be confidential within the dental team. This information should not be disclosed except for purposes as payment or the need for healthcare operations.

Characteristics Protected by Codes of Human Rights

The following are characteristics protected by the regulations of human rights:

1- Race

Human of any race should be provided the same opportunity, care and the required treatment. The character of race includes human color, nationality and ethnic or national origins.

2- Age

People of all ages should be provided the same care and the required treatment. However, providing different treatment because of age is lawful and is not considered a discrimination if justified.

3- Sex

Any discrimination because of gender should be avoided. Both men and women have the right of equal care, treatment, pay and employee's contract.

4- Disability

A person is disabled if having physical or mental impairment resulting in long term adverse effect on their ability to carry out normal activities. Disability discrimination should be avoided. Reasonable office and staff adjustments should be made to provide care to disabled persons.

Dental Patients Rights

The following patients' rights should be considered:

- 1- The patient has the right to choose his own care giving dentist.
- 2- The patient should be able to schedule
- 3- The patients have the right to know the education and training of his dentist and the dental care team.
- 4- The patient should have adequate time to ask questions and receive answers regarding his dental problem and its management.
- 5- The patient has the right to know the treatment plan and should be allowed to ask for alternative treatment options.
- 6- The patient has the right to be given an explanation of the probable risk, short and long term results before consenting a proposed treatment plan.
- 7- The patient has the right to be informed about the details of the procedures required for dental care and oral hygiene measures.
- 8- Patients have the right to know in advance the expected cost of the treatment
- 9- Patients should have the right to accept refuse or decline from any part of the proposed treatment without affecting the provided treatment plan.
- 10-Patients have the right to be provided reasonable arrangements for emergency treatment.
- 11- Patients have the right to receive respectful and confidential treatment by the dentist and the dental team.
- 12- The patient has the right to be informed about the sterilization and infection control measures.

Dental Patients Responsibilities

The following are patients' responsibilities:

- 1- The patient has the responsibility to provide accurate honest and complete information concerning his medical history and current health status.
- 2- The patient has the responsibility to report changes in his medical status.
- 3- The patient should report his needs and expectations.
- 4- The patient has the responsibility to participate in health care decisions.
- 5- The patient has the responsibility to inquire about treatment options, the benefits and limitations of the proposed treatment plan.
- 6- The patient must be responsible to keep the appointments scheduled for treatment.
- 7- The patient is responsible for the consequences resulting from declining treatment or from retarding the agreed upon treatment plan and schedules.
- 8- The patient has the responsibility to be available for treatment when given reasonable notices.
- 9- The patient has the responsibility to adhere to regular home oral health care recommendations.
- 10- The patient has the responsibility to assure fulfillment of financial obligations for the provided dental care.
- 11- The patient should provide feedback about the provided dental care.
- 12- The patient should stick to follow up appointments planned after providing dental care.

Code of Ethics

Introduction

The privilege of being a dentist comes with a responsibility to society and to other members of the dental profession in order to conduct professional activities in a highly ethical manner.

By following the Code of Ethics, dentists build public trust and maintain high ethical standards for the benefit of all.

The Code of Ethics, in general, pertains to:

- Service to the public.
- Conduct in a dental office and between dental practitioners,
- How dental practices and services are promoted.

Ethical Principles

Being health care professionals, dentists assume responsibilities based on the principle of non-maleficence, i.e. do no harm.

Some of the many characteristics of being an ethical dental professional are presented as core ethical principles, these include:

1. Autonomy

Patients have the right to determine what should be done with their own bodies, because patients are capable of decision-making.

Respect for patient autonomy affirms the doctor-patient relationship. The patient's right to self-determination is not, however, absolute. The dentist must also weigh benefits and harms and inform the patient of contemporary standards of oral health care.

2. Beneficence

Beneficence is the obligation to benefit others or to seek their good. While balancing harms and benefits, the dentist seeks to minimize harms and maximize benefits for the patient.

The dentist refrains from harming the patient by referring to those with specialized expertise when the dentist's own skills are insufficient.

3. Compassion

Compassion requires caring and the ability to identify the patient's overall well-being. Relieving pain and suffering is a common attribute of dental practice. Acts of kindness and a sympathetic ear for the patient are all qualities of a caring, compassionate dentist.

4. Competence

The competent dentist is able to diagnose and treat the patient's oral health needs and to refer when it is in the patient's best interest.

Maintaining competence requires continual self-assessment and involves a commitment to lifelong learning.

5. Integrity

Integrity requires the dentist to behave with honor. The dentist should recognize when words, actions or intentions are in conflict with the value of others.

6. Justice

Justice is often associated with fairness and giving each person his own due. Issues of fairness range from elemental issues such as who shall receive treatment first, to complex questions of who shall receive treatment at all.

The just dentist must balance the distribution of benefits and burdens in practice.

7. Professionalism

Dentistry will thrive as long as its members are committed to support and promote the profession to the public.

The commitment to promoting oral health and protecting the public requires that the professionals work together for the collective best interest of society.

8. Tolerance

Dentists are challenged to practice within an increasingly complex cultural and diverse community. Patients attitudes and desires regarding management of pain, restoration of appropriate function, and esthetics are the causes of these differences.

Tolerance to diversity requires dentists to recognize that these differences exist and challenges dentists to understand how these differences may affect patient choices and treatment.

9. Veracity

Veracity, often known as honesty or truth telling, is the bedrock of a trusting doctor-patient relationship.

The dentist relies on the honesty of the patient to gather the facts necessary to form a proper diagnosis. The patient relies on the dentist to be truthful so that truly informed decision-making can occur. Honesty in dealing with the public, colleagues and self are equally important.

Behavioral Principles

I- Service to the Public

Service to the public is the primary obligation of the dentist as a professional person. Service to the public includes the delivery of quality, competent, and timely care within the bounds of the circumstances of the patient.

Regulations for Providing Public Service

1- Professional Esteem

While serving the public, a dentist has the obligation to act in a manner that maintains or elevates the esteem of the profession.

2- Accepting Patients Into the Dental Practice

In serving the public, a dentist may sometimes have reasonable desire in refusing the treatment of some patients. However, it is unethical for a dentist to refuse to accept a patient into the practice, deny dental service to a patient, or otherwise discriminate against a patient because of the patient's gender, racial, religious, or other characteristics.

Advisory Opinions

a. Once a dentist has undertaken a course of treatment, the dentist should not discontinue that treatment without giving the patient adequate notice. He should provide the patient advice to obtain the services of another dentist.

b. Notice of dentist relocation: Patients treated by a dentist who leaves a dental clinic have the right to be informed of the dentist's new contact information. It is unethical to withhold this information, or to provide misleading information to patients.

3- Standards of Care

Wherever “standards of care” or “quality services” are undefined by law, such standards or services should better follow those identified by the American Dental Association. It is unethical for a dentist to provide a substandard care.

4- Informed Consent

Fully informed consent is essential to the ethical practice of dentistry. A dentist has the obligation to obtain the fully informed consent of the patient or the patient’s legal guardian prior to treatment. Informed consent is also required when using a human subject for research.

The dentist is not allowed to use photographs, X-rays, study models, etc. for any purpose other than treatment.

Advisory Opinions

Explanation of Treatment: A dentist has the obligation to fully, accurately and simply explain the proposed treatment, reasonable alternatives, and the risks of not performing treatment to the patient.

5- Patient Confidentiality

Dentists are obliged to safeguard the confidentiality of patient records. Upon request of a patient or another dental practitioner, dentists shall provide any information in accordance with applicable law that will be beneficial for the future treatment of that patient.

6- Obligation to Inform

A dentist has the obligation to inform patients of their present oral health status. It is the duty of a dentist to report instances of gross and/or faulty treatment.

7- Health Education of the Public

A dentist may participate in a program of health education of the public, involving such media as the press, radio, television, and lecture, provided that such programs are in keeping with the dignity of the profession.

8- Violation of Laws

A dentist has the obligation to comply with all country laws and regulations. It is unethical for a dentist to violate any law relating to the practice of dentistry or to engage in activity for which the dentist may be disciplined, or sentenced by action of court or other authority. It is also unethical for a dentist to engage in unprofessional conduct.

9- Continuing Education

The right of dentists to professional status rests in the knowledge, skill and experience with which they serve their patients and society. Dentists have the obligation to advance their knowledge and keep their skills freshened by continuing education throughout their professional lives.

10- Representations and Claims

In order to properly serve the public, dentists have the obligation to represent themselves in a true manner that contributes to the esteem of the profession.

11- False and Misleading Advertising

It is unethical for a dentist to mislead a patient or misrepresent himself, either in his identity, training, competence, services, or fees.

A dentist shall not disseminate, permit or participate in the benefits from any form of advertising which is false or misleading, for the purpose of soliciting patients.

A dentist shall not issue a public statement without due consent of the governing organization. Upon receiving such authorization, the dentist shall ascertain that any public statement is scientifically correct and complies with the Code of Ethics.

12- Professional Titles and Degrees

Dentists may use the degrees conferred upon them from recognized dental colleges or schools legally empowered to confer them. It is unethical for a dentist to use a title or degree when such usage is false or misleading.

It is unethical for a dentist to use a trade name or an assumed name that is false or misleading as the name under which a dentist conducts a dental practice may be a factor in the patient's selection process.

13- Billing Practices

A dentist has the obligation to submit any billing for services rendered to patients in a manner which is not deceitful, or misleading.

14- Emergency Service

A dentist has the obligation to make reasonable arrangements for the emergency care of his patients. A dentist has the obligation, when consulted in an emergency by a patient not of record, to make reasonable arrangements for emergency care of that patient.

In the interest of preserving the patient's continuity of care, a dentist who treats a patient not of record shall recommend to the patient to continue treatment with the original treating dentist unless the patient expressly reveals a different preference.

15- Consultation and Referral

Whenever the delivery of care to a patient requires diagnostic and therapeutic modalities that are beyond a dentist's scope of services, the dentist has the obligation to inform the patient of all available treatment options and to refer the patient to a provider who is qualified to provide consultation or necessary care.

16- Conflict of Interest

It is unethical for a dentist to engage in activities where personal or professional interests may conflict with the dentist's duties as an expert witness. It is unethical for a dentist to use information learned as expert witness for personal gain or advantage. If a dentist accepts a request from an attorney to provide an expert opinion about a person who is not a patient of the dentist, the dentist shall not accept that person as a patient into his or her practice until the litigation or other proceeding, if any, involving that person has concluded.

17- Fair and Reasonable Comments

A dentist has the right to make fair comments with respect to dental health subjects, including dentists and the quality of dental care delivered and costs related thereto. However, it is unethical to publish, cause to be published or encourage the publication of comments on such subjects if the dentist does so without having sufficient information that would justify a reasonable dentist to believe the comments to be true. The burden shall be on the commenting dentist to produce the evidence upon which the comments were based and to establish therefrom that a reasonable dentist would be justified in believing the comments to be true. For the purposes of this section, the word "publication" means any form of communication, including, without limitation, the press, radio, television and lecture.

حقوق مريض الأسنان

- النظافة والتعقيم يعد أمر مفروغ منه . و هذا المعيار غير قابل للتفاوض، لذلك أنا وضعت هذه النقطة كأول نقطه فى هذا المقال .و هما أول حق لك يجب عليك مشاهدة ذلك وسوف افرد له مقاله ان شاء الله .
- الحصول على معلومات كاملة عن حالتك في كلمات بسيطة و بطريقه يمكنك فهمها . إذا كانت المعلومات غير واضحة لك،يجب أن تستوضحها جيدا، وهذا هو أحد أدوار مساعدي الأسنان.
- معرفة كل الخيارات الممكنه ، مع كل تداعياتها ومخاطرها. لأنه لا يمكنك اتخاذ قرار مستنير إلا إذا كنت تعرف ما هي حالتك بوضوح ،و ما الذى يوصي به طبيبك ، ولماذا هو أو هي أوصى بهذا و يجب أن يؤخذ فى الإعتبار .
- معرفة رسوم وتكاليف العلاج المتوقع أن تدفعها وكيف سيتم دفعها قبل قبول أي علاج
- أن يراك الطبيب في أسرع وقت ممكن فى حالات الطوارئ .
- أن يراك طبيب الأسنان في موعدك المحدد - فى حدود المعقول. في حين أن حدوث امور غير متوقعة مع المريض السابق يمكن أن يسبب التأخير في بعض الأحيان، ولكن ينبغي أن لا تكون هذا التأخير هو العادة.
- أن تكون على علم بالتقدم الخاص بالعلاج الخاص بك ، وأية تغييرات مطلوبة إذا كنت قد شرعت في برنامج علاجي. و لاحظ انه لا توجد ضمانات في طب الأسنان أو الطب بصفه عامه . فطبيب الأسنان يضع خطة علاج أوليه وإذا لم تحقق كل ما كنت تأمله فكن مستعدا للانتقال إلى الخطوات التاليه و التى تكون أكثر شمولاً أو قوه للحصول على النتيجة المرجوة.
- أن تعامل باحترام في جميع الأوقات.
- السرية التامه وهذا يشمل الخصوصية والأمان بالنسبه للسجلات الخاصة بك وخصوصية مناقشاتكم مع طبيب الأسنان و الهيئه التى تعمل معه. فالسرية مهمة جدا للأفراد في جميع المجالات.
- ان يتلقى الرعاية من هيئه من المؤهلين و المدربين، والحصول على الرعاية الجيدة.
- طرح الأسئلة وتلقي الإجابات الواضحه بشأن الرعاية التى سوف تحصل عليها.
- رفض العلاج أو التوقف عنه في أي وقت.

واجبات مريض الأسنان

- يجب أن يكون صادقاً مع طبيبك دائماً اجب عن كل الأسئلة وى تتردد فى إخباره بحالتك المرضيه كامله و صحتك العامه و تذكر ان طبيب الأسنان و الهيئه المصاحبه له غير قادرين على معرفه ما سوف تخفيه عنهم و أن هذا ليس فى صالحك بل قد يضرك أو يضر الآخرين و تذكر أن طبيب الأسنان يريد علاجك و مساعدتك و إسعادك
- أن يحضر فى الموعد المحدد لك كما أنك تطلب ذلك من طبيبك
- اتباع تعليمات طبيب الأسنان فى العياده و بعد الخروج منها
- ان يقوم بدفع ما يستحق عليك فى الوقت المحدد لذلك
- إحترام طبيب الأسنان و الهيئه التى تعمل معه و الثقه بهم حيث انك إخترتهم للقيام بعلاجك و تذكر أن الإحترام متبادل