



## **TEN COMMANDMENTS FOR PATIENTS**

### **1.- INFORMATION OF CONTRASTING QUALITY FROM NUMEROUS SOURCES.**

**Patients need information of contrasting quality according to explicit accreditation criteria and provided by professionals, preferably doctors. Respect for the many diverse sources and information agents must be contemplated. Information must be produced in a comprehensible language and adapted to the understanding capacity of the patients.**

### **2.- DECISIONS FOCUSED ON THE PATIENT.**

**Decisions regarding medical treatment must be guided by medical judgment based on the best scientific knowledge available but heeding, whenever possible, the patient's will and his/her explicit preferences with regards to quality of life and the results expected from such treatment.**

### **3.- RESPECT FOR THE VALUES AND AUTONOMY OF THE INFORMED PATIENT.**

**When health decisions lead to different alternatives according to the values and preferences of each specific patient, the commitment of a democratic society with respect for the dignity and**

autonomy of its members recommends advances in the development of measures to facilitate maximum adjustments between the options chosen and desired by correctly informed patients.

**4.- DOCTOR-PATIENT RELATIONSHIP BASED ON RESPECT AND MUTUAL TRUST.**

The importance of a doctor-patient relationship is defined as a fundamental relationship based on respect and mutual trust that leads to the improvement and/or resolution of the health problems and quality of life of patients and their relatives. Associations may help improve this relationship and help it to develop in a more symmetrical way.

**5.- SPECIFIC TRAINING IN COMMUNICATION SKILLS FOR PROFESSIONALS.**

Health systems must create specific training opportunities in communication skills for their professionals and within organizations so that a more symmetrical and satisfactory doctor-patient communication relationship may be possible for patients.

**6.- PATIENTS' PARTICIPATION IN DETERMINING HEALTH CARE PRIORITIES.**

All citizens, especially patients, and the organizations that represent them have to take a more active role in determining priorities that define their access to health services and help identify, value and satisfy their health needs.

**7.- FORMAL DEMOCRATIZATION IN HEALTH DECISIONS.**

In a health system focused on patients, the existence of formal mechanisms that favour greater participation of citizens in the

**defining of public policies related to health care must be promoted through the application of existing laws.**

**8.- RECOGNITION OF PATIENT ORGANIZATIONS AS HEALTH POLICY AGENTS.**

**Patient associations and organizations that represent them play a fundamental role in helping to introduce approved laws and promoting better communication between scientific societies, Health Administrations and individual patients.**

**9.- TO PROVIDE PATIENTS WITH A BETTER KNOWLEDGE OF THEIR BASIC RIGHTS.**

**The patient must have more information and knowledge regarding his/her rights, which must be provided by health professionals. This is one of their basic rights.**

**10.- GUARANTEED COMPLIANCE WITH THE PATIENTS' BASIC RIGHTS.**

**Correct implementation of the patients' rights and evaluation of their compliance within the evaluation strategies of health quality must be guaranteed.**