

Regulatory Context & Mandate

Farooq General Hospital operates in full compliance with the Khyber Pakhtunkhwa Health Care Commission (KPHCC) standards. This policy document establishes our Clinical Governance framework, enforces the mandatory KPHCC Patient Charter (Rights and Responsibilities), and defines the mandatory physical display requirements across public and clinical zones within our 15-bed healthcare facility.

1. CLINICAL GOVERNANCE FRAMEWORK

Clinical Governance is the systematic framework through which Farooq General Hospital maintains continuously improving standards of patient care, clinical excellence, and accountability.

A. Key Governance Pillars

- **Clinical Audit & Continuous Quality Improvement (CQI):** Monthly reviews of clinical outcomes, surgical site infection (SSI) rates, readmission rates, and diagnostic accuracy in the laboratory.
- **Risk Management & Safety:** Proactive identification, reporting, and mitigation of clinical risks, near-misses, medication errors, and adverse drug reactions (ADRs).
- **Clinical Competence & Credentialing:** All practicing doctors, nurses, and allied health professionals must hold active registrations with their respective regulatory bodies (e.g., PMC/PMDC, PNC) and undergo annual performance and privilege evaluations.
- **Evidence-Based Clinical Guidelines:** Standardized diagnostic and treatment protocols adopted from recognized national and international healthcare guidelines across Emergency, IPD, OPD, and OT services.
- **Patient & Public Involvement:** Systematically gathering patient feedback, measuring satisfaction scores, and investigating complaints to refine healthcare delivery.

B. Institutional Oversight Committees

- **Infection Control & Quality Assurance Committee:** Meets monthly to review infection control audits, waste segregation metrics, and sterilization logs.
- **Pharmacovigilance & Therapeutics Committee:** Oversees formulary management, rational drug prescription, antibiotic stewardship, and adverse event reporting.
- **Patient Grievance & Redressal Cell:** Headed by the Medical Superintendent, responsible for investigating patient complaints within 48 hours of lodgment.

2. PATIENT RIGHTS & RESPONSIBILITIES (KPHCC CHARTER)

In accordance with the KPHCC regulations, Farooq General Hospital guarantees the following fundamental rights and expects corresponding responsibilities from every patient and visitor.

A. Mandatory Patient Rights

1. **Right to Dignity and Non-Discrimination:** Receive respectful, compassionate care without discrimination based on gender, ethnicity, religion, age, disability, or socio-economic status.
2. **Right to Information:** Receive complete, understandable information regarding diagnosis, proposed medical or surgical treatment, potential risks, alternatives, and expected costs before treatment begins.
3. **Right to Informed Consent:** Provide voluntary informed written consent prior to any surgical procedure, anesthesia, blood transfusion, or high-risk clinical intervention, with full right to refuse treatment.

4. **Right to Privacy and Confidentiality:** Full privacy during physical examinations and consultation, and absolute confidentiality of all medical records and personal health data.
5. **Right to Transparency in Billing:** Receive itemized, accurate billing statements detailing consultation fees, diagnostic tests, surgical charges, and room tariffs prior to discharge.
6. **Right to Second Opinion:** Request a second medical opinion or transfer to another medical facility without compromise to ongoing emergency stabilization.
7. **Right to Safety and Protection:** Receive care in a safe, clean, hygienic, and secure environment protected from infection hazards and physical harm.
8. **Right to Redressal:** Voice grievances, submit written complaints, and receive a formal investigation report from hospital management or escalate unresolved issues directly to the KPHCC.

B. Patient Responsibilities

- Provide accurate and complete personal health history, including past illnesses, hospitalizations, medications, and allergies.
- Follow recommended treatment plans, post-operative care instructions, and medical advice provided by treating physicians and nursing staff.
- Treat hospital staff, fellow patients, and clinical visitors with dignity, courtesy, and respect.
- Respect hospital property, observe strict non-smoking regulations, and adhere to visiting hour policies (Maximum 2 visitors per patient bed).
- Ensure timely settlement of official financial obligations and medical service bills.

3. MANDATORY PUBLIC DISPLAY REQUIREMENTS (KPHCC REGULATIONS)

To maintain regulatory transparency and accreditation standards, Farooq General Hospital enforces the prominent physical display of official notices in both **Urdu and English** at designated locations.

ITEM / NOTICE REQUIRED	CONTENT & FORMAT SPECIFICATIONS	MANDATORY LOCATION	RESPONSIBLE OFFICER
KPHCC Registration / License Certificate	Original framed, valid KPHCC registration certificate stating facility bed capacity (15 Beds) and licensed services.	Main Reception Desk / Main Entrance Lobby	Administrative Officer
KPHCC Patient Charter of Rights & Responsibilities	Laminated bilingual display board (Urdu & English) in clear, legible print (Minimum font size 24pt).	Reception, Emergency Waiting Area, IPD Corridors & OPD Waiting Area	Quality Assurance Coordinator
Official Tariff & Fee Schedule	Comprehensive list of consultation fees, room tariffs, Emergency charges, routine lab tests, and basic surgical package ranges.	Billing Counter & OPD Registration Desk	Accounts Manager
Patient Complaint & Grievance Protocol	Step-by-step complaint submission procedure, contact number of Grievance Officer, and physical locked Complaint Box.	Main Reception, OPD Waiting Hall, IPD Nursing Station	Grievance Redressal Officer
Duty Doctor & Nursing Staff Roster	Daily updated roster displaying names, qualifications, PMDC numbers, and shift hours of on-duty consultants and medical staff.	Emergency Entrance & IPD Nursing Station	Duty Medical Officer (DMO)
Safety, Fire & Infection Control Signs	Bilingual emergency exit maps, No-Smoking signs, Hand Hygiene steps, and Waste Segregation Color-Coding charts.	All corridors, OT entrance, Lab, and Patient Rooms	Infection Control Officer

4. GRIEVANCE REDRESSAL MECHANISM

Farooq General Hospital provides a transparent, zero-retaliation mechanism for handling patient feedback and formal complaints:

1. **Lodgment:** Complaints may be submitted verbally to the Duty Medical Officer, written in the physical Complaint Register/ Box at Reception, or submitted via the hospital website contact portal.
2. **Acknowledgment:** Formal written acknowledgment sent to the complainant within **24 hours**.
3. **Investigation:** The Grievance Committee reviews medical notes, interviews relevant clinical staff, and completes investigation within **48 to 72 hours**.
4. **Resolution & Communication:** Formal written response provided to the complainant with corrective actions taken. If unsatisfied, the patient is informed of their statutory right to escalate the matter directly to the Khyber Pakhtunkhwa Health Care Commission (KPHCC).