

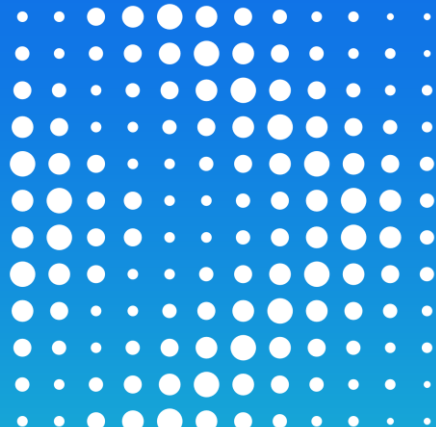
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# REGULAÇÃO DA SAÚDE NO FUTURO:

Entre a Proteção dos Utentes  
e a Transformação do Setor



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ENTIDADE  
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DA SAÚDE

# Protection of Patients' Rights in Poland

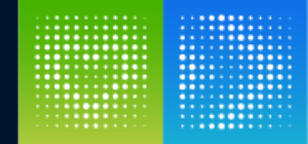
**Marta Puścion**

Main Specialist

Co-operation Department, The Office of the Commissioner for Patients' Rights

## Patients' rights protection system in Poland





## Patients' Rights = Fundamental Rights

to health services;

to obtain health  
information;

to report adverse events  
of medicinal products;

to confidentiality of  
information related to  
own health;

to informed consent for  
health services;

to object the opinion of a  
physician;

to respect the patient's  
privacy and dignity,  
including the right to  
heal pain;

to medical records and  
documentation;

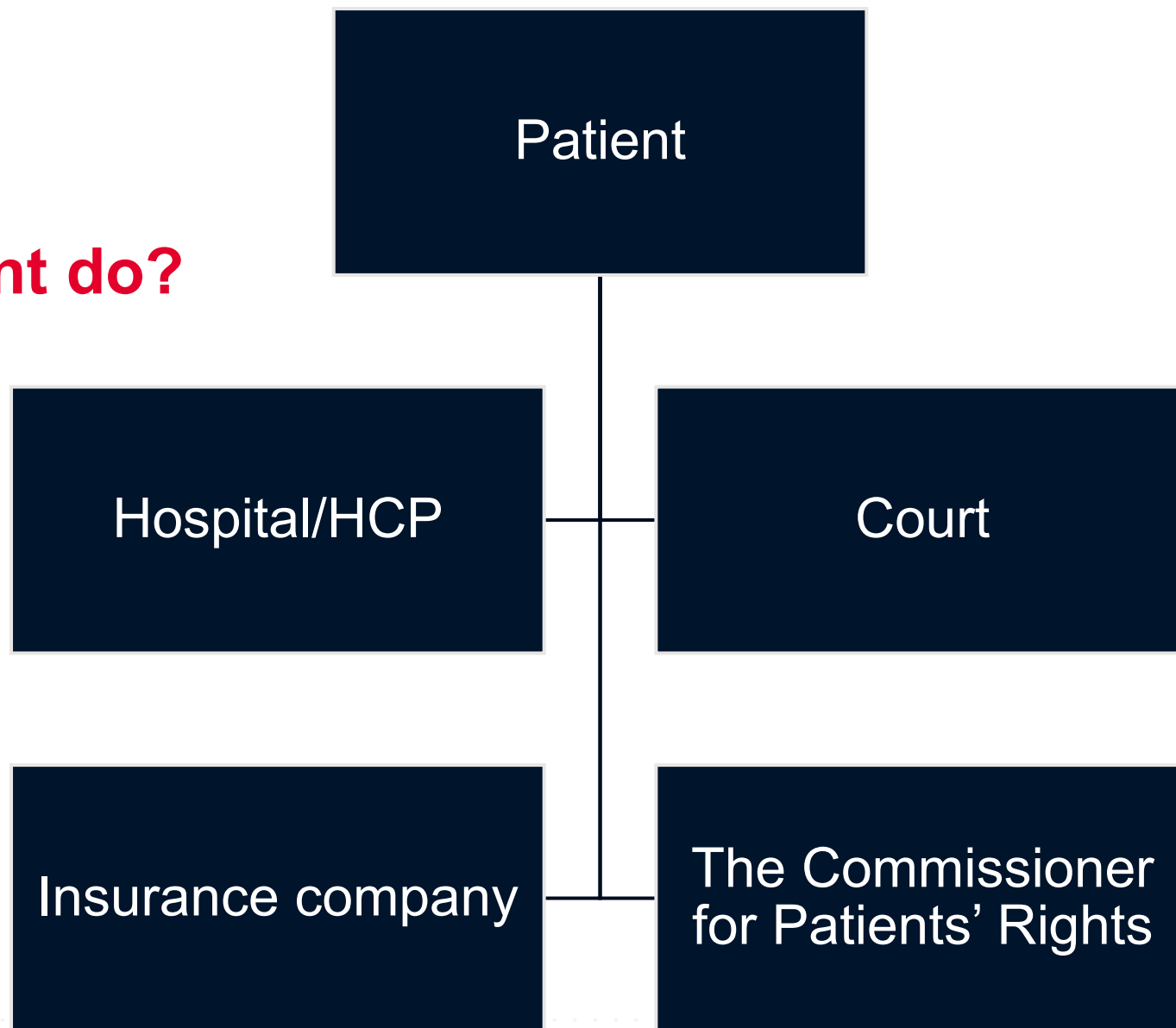
to respect the privacy  
and family life;

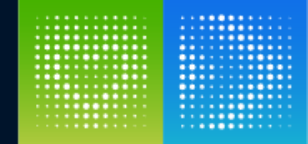
to obtain pastoral care;

to deposit valueables.



# Patients' rights violations - What can a patient do?





## Who are we?

### The Commissioner for Patients' Rights

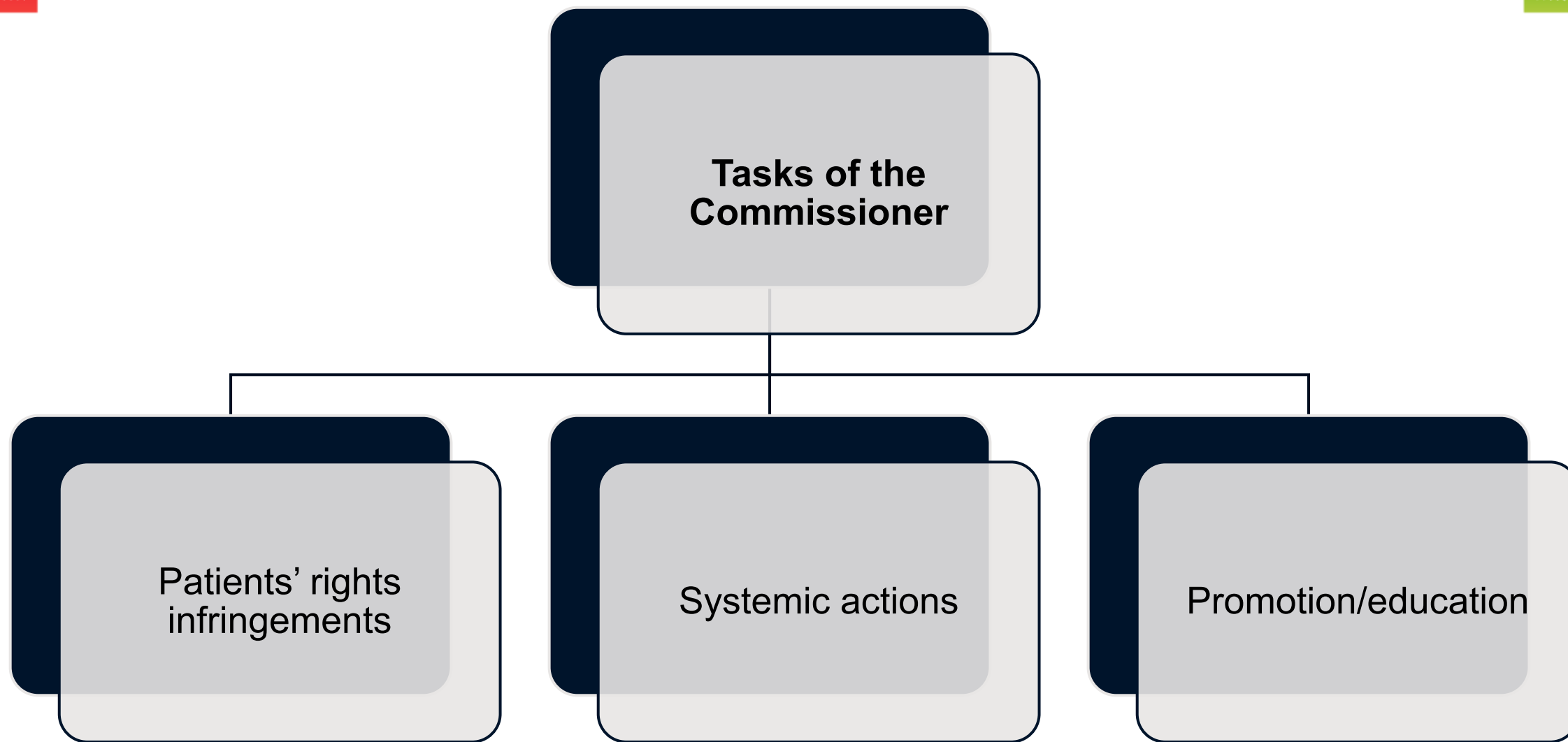
A key national authority ensuring that patients' rights are respected and protected.

Operating under the *Act on Patients' Rights and the Commissioner for Patients' Rights*, the office has been safeguarding patients since 2009 — working through the dedicated Office of the Commissioner for Patients' Rights.



# Rzecznik Praw Pacjenta









# Patients' rights violations – The Commissioner

1. Submit an application to initiate explanatory proceedings in an individual case concerning a violation of patients' rights.
2. Submit an application for compensation from the Medical Events Compensation Fund.
3. And others...







# The Medical Events Compensation Fund

Operating since 2023, the Fund provides a:

- **fast,**
- **out-of-court**

procedure for obtaining compensation for individuals who experienced an adverse event during a hospital stay.

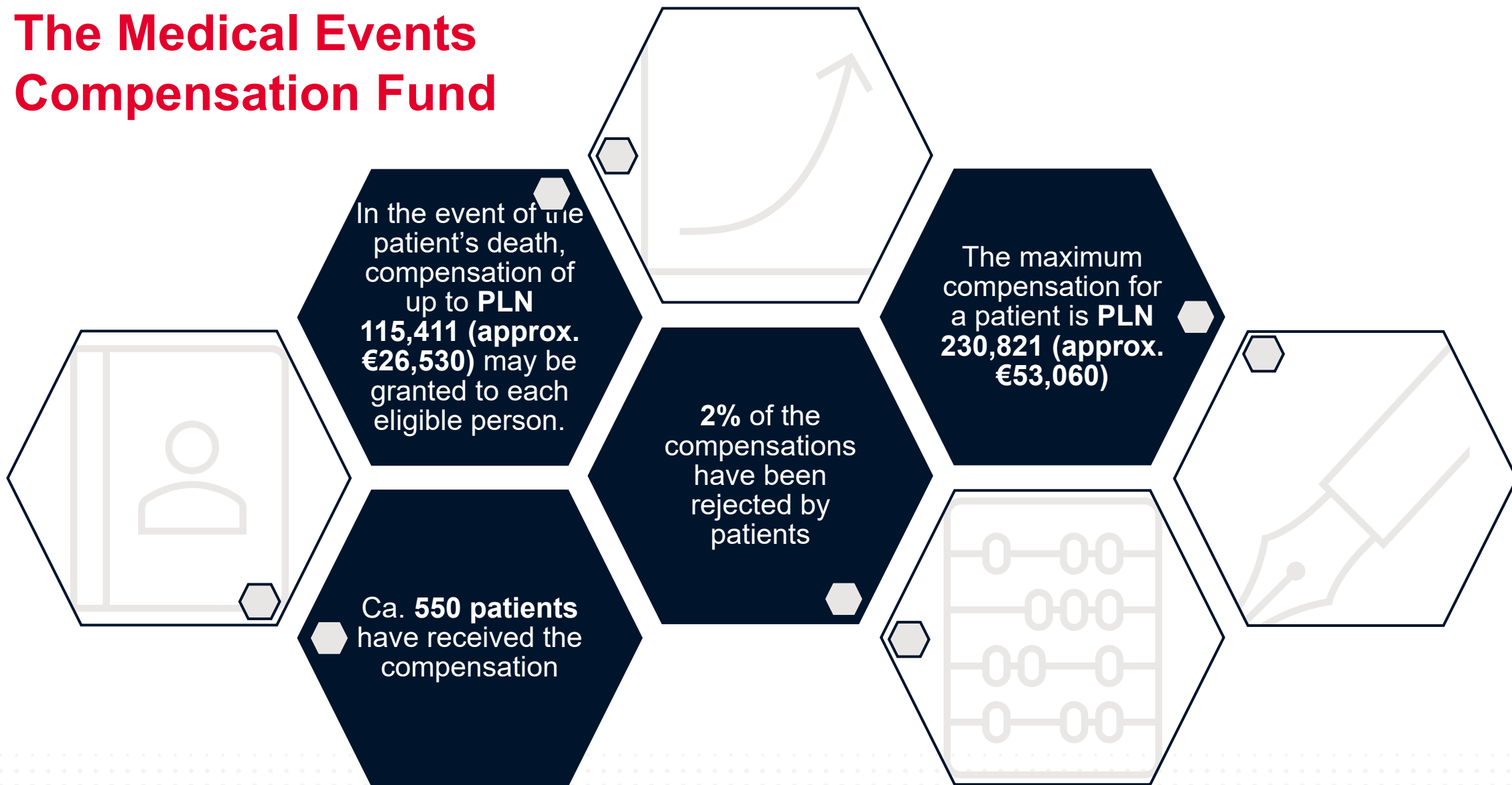
Obtaining compensation does not require proving **fault or identifying the person responsible.**

Compensation might be granted in cases of:

- bodily injury,
- health impairment,
- hospital-acquired infection,
- death.

In the event of the patient's death, compensation may also can be granted to their next of kin.

# The Medical Events Compensation Fund





# The Medical Events Compensation Fund – example cases

- Delayed decision to perform a cesarean section – the child died.
- Dispute between doctors (gynecologists and surgeons) over who should perform a reoperation – the patient's condition worsened.
- Error when issuing a prescription – excessive morphine dose – resulted in kidney damage.
- Suicide of a patient who was transported by paramedics to the wrong hospital.

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