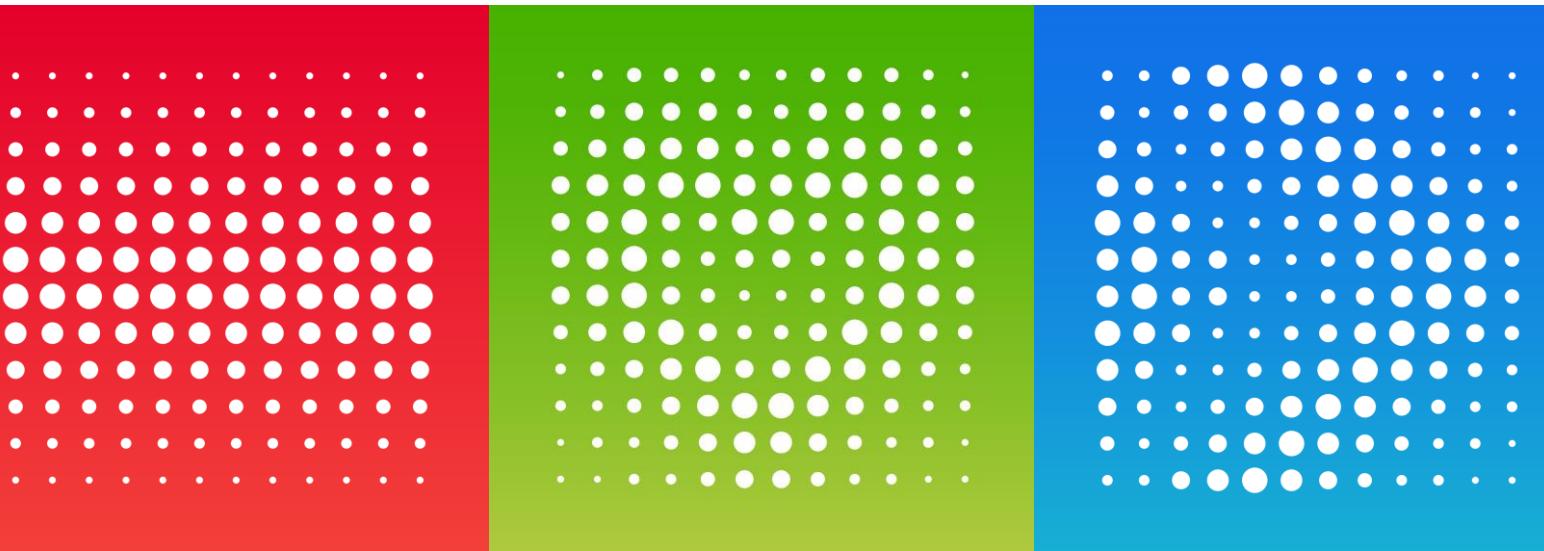




REGULAÇÃO DA SAÚDE NO FUTURO:

Entre a Proteção dos Utentes
e a Transformação do Setor



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;

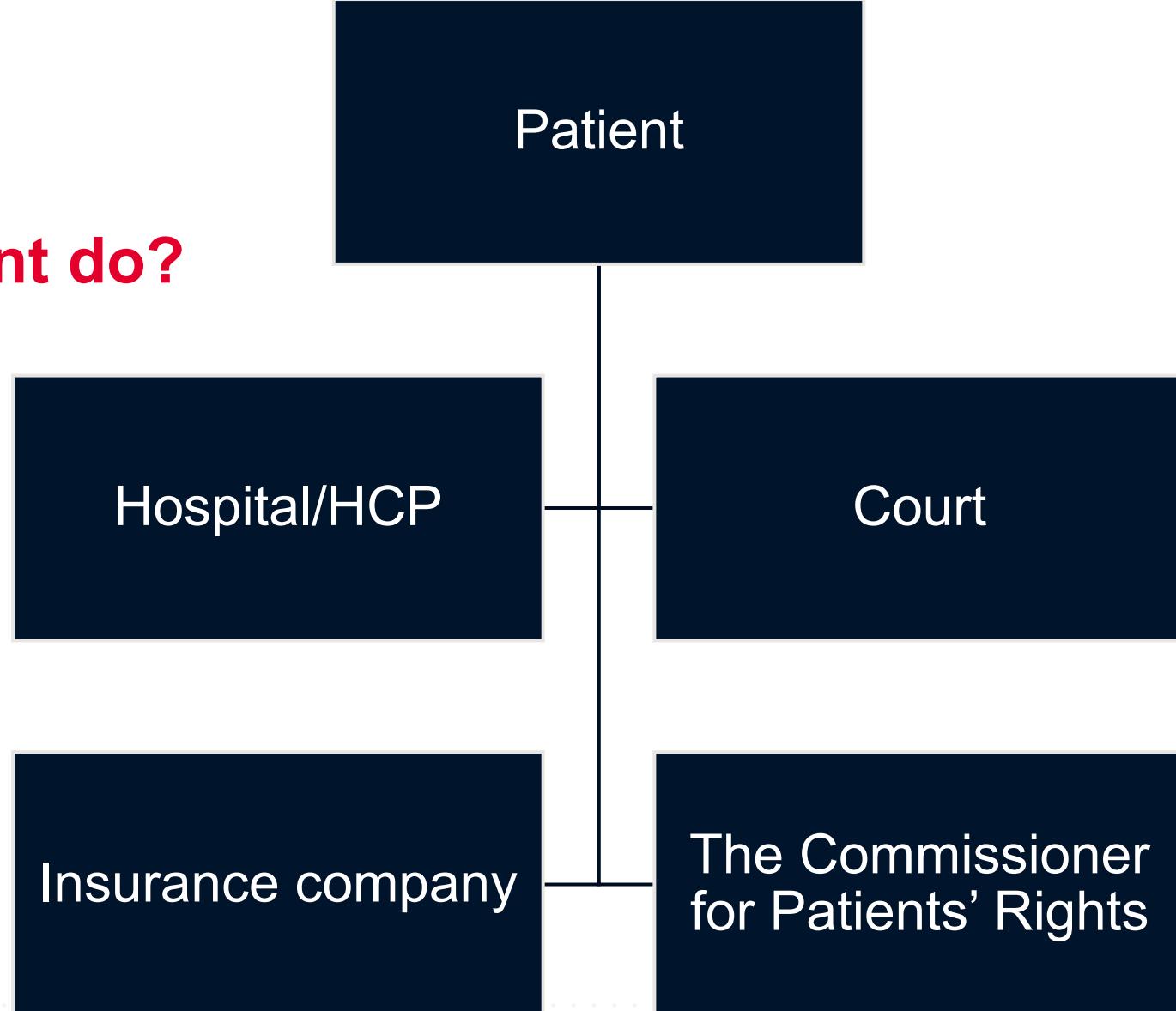
to respect the privacy and family life;

to obtain pastoral care;

to deposit valueables.



Patients' rights violations - What can a patient do?



Who are we?

The Commissioner for Patients' Rights

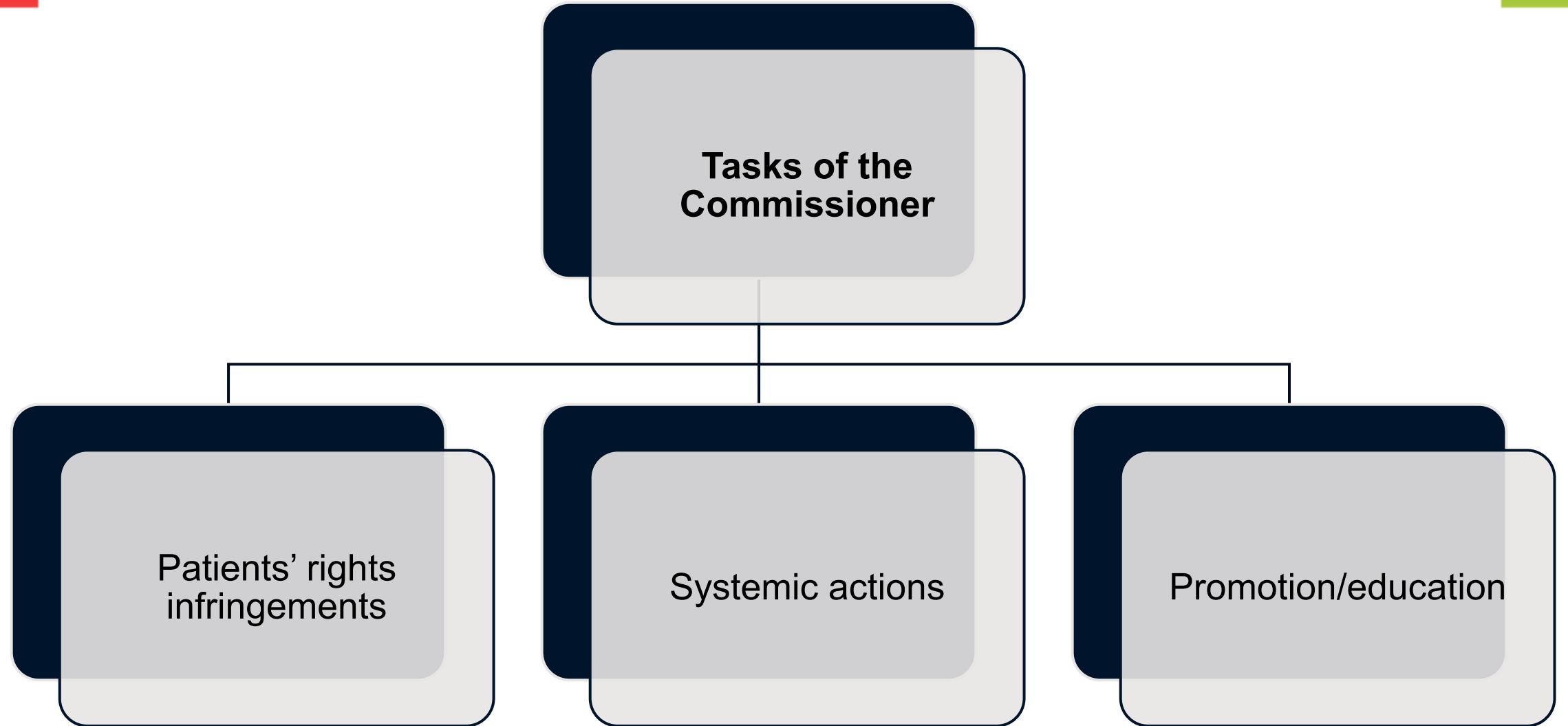
A key national authority ensuring that patients' rights are respected and protected.

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

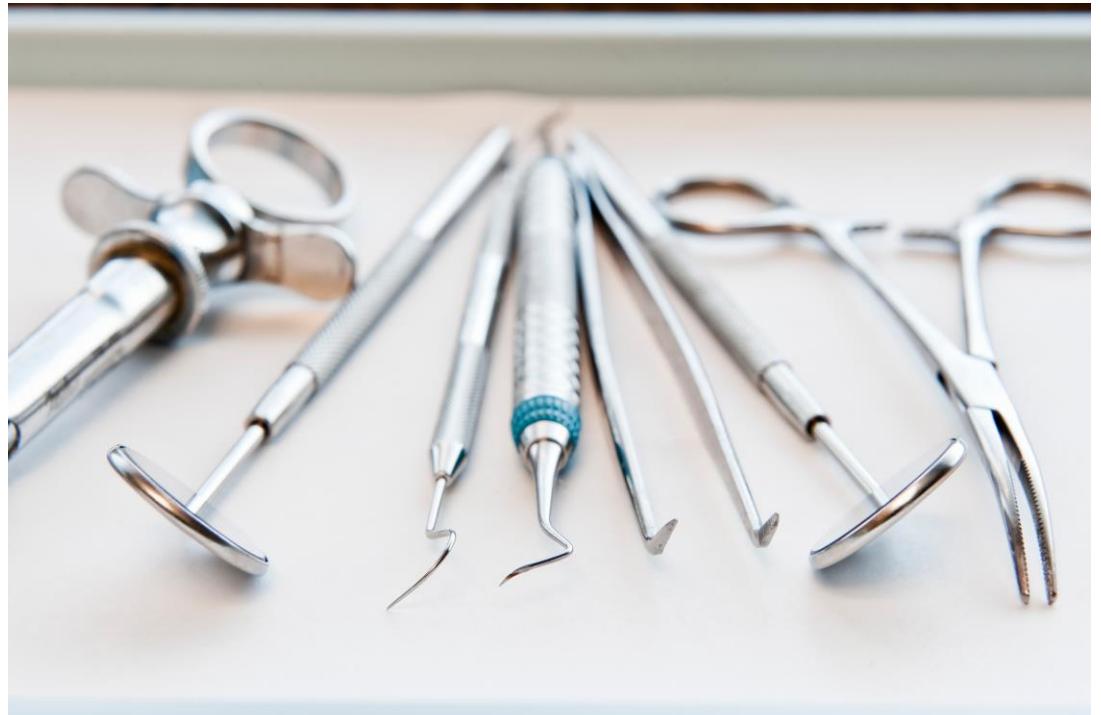






Patients' rights violations – The Commissioner

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 be granted to their next of kin.



The Medical Events Compensation Fund

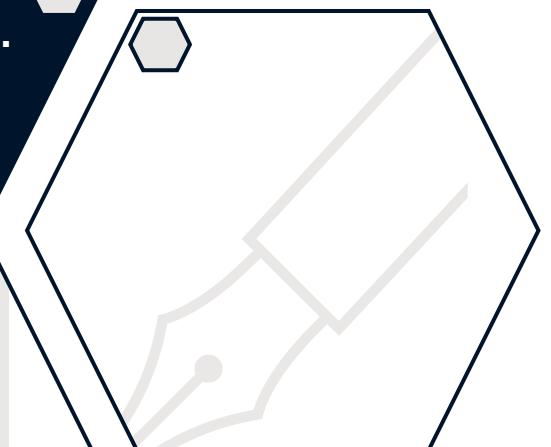
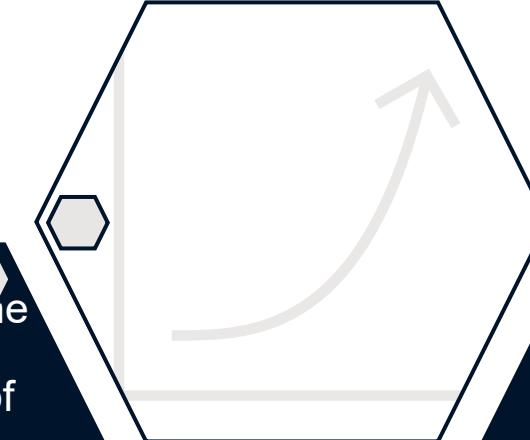


Ca. 550 patients
have received the
compensation

In the event of the
patient's death,
compensation of
up to **PLN
115,411 (approx.
€26,530)** may be
granted to each
eligible person.

2% of the
compensations
have been
rejected by
patients

The maximum
compensation for
a patient is **PLN
230,821 (approx.
€53,060)**





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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