

Appendix 1 (as supplied by the authors): International Patients' Rights Legislation/Charters

Jurisdiction	Legislation/Charter	Critical Literature (Where Available)
Australia	<p><i>Australian Charter of Healthcare Rights</i> (2008): - http://www.health.gov.au/internet/safety/publishing.nsf/content/com-pubs_ACHR-pdf-01-con/\$File/17537-charter.pdf</p>	
Austria	<p><u><i>Patients' Charter</i> (2002)</u></p>	<p>Bachinger J. The Patient Ombudsman System in Austria. In: Mackenney S, Fallberg L, editors. <i>Protecting patients' rights? A comparative study of the Ombudsman in healthcare</i>. Oxon (United Kingdom): Radcliffe Medical Press Ltd.; 2004. p. 13-23.</p>
Belgium	<p><i>Act Concerning the Rights of the Patient</i> (2002): http://www.ncd-law.be/publications/Publicatie_Rights%20of%20the%20patient.pdf</p> <p>Note: The link is to a summary of the <i>Act</i>, not to the <i>Act</i> itself.</p>	<p>Corens D. Belgium: Health system review. <i>Health Syst Transit</i>. 2007; 9(2): 1–172.</p>
Croatia	<p><i>Act on the Protection of Patients' Rights</i> (2004)</p>	<p>Borovečki A, Babić- Bosanac S, ten Have H. The Status of the Implementation of the Act On The Protection Of Patients' Rights In Croatia- A Pilot Study. <i>Romanian Journal of Bioethics</i> 2010;8(3):136-148.</p> <p>Babić-Bosanac S, Dzakula A. Patients' rights in the Republic of Croatia. <i>Eur J Health Law</i>. 2006;13(4):399-411.</p>

Cyprus	<u>Law on the protection of the rights of patients and related issues (2005)</u>	Goffin T, Borry P, Dierickx K, Nys H. <i>Patient Rights in the EU - Cyprus</i> . Leuven (Belgium): European Ethical-Legal Papers, 2007.
Czech Republic	<i>Code of Patients' Rights in Health Institutions</i> (1992)	Nys H, Goffin T, Stultiëns L, Borry P, Dierickx K. <i>Patient Rights in the EU – Czech Republic</i> . Leuven (Belgium): European Ethical-Legal Papers, 2006.
Denmark	Health Act (No. 546 of 2005) (Incorporates patients' rights)	Strandberg-Larsen M, Nielsen MB, Vallgarda S, Krasnik A, Vrangbaek K. Denmark: Health system review. <i>Health Syst Transit</i> . 9(6): 1–164.
Dubai	<i>Dubai Healthcare City Patient Charter</i> (2011) <u>http://dhcc.ae/dubai-healthcare-city-patient-charter/</u>	
Estonia	<i>Law of Obligations Act (RT I 2001, 81, 487) - Chapter 41: "Contract for Provision of Health Care Services"</i> (2001) -Specifically grants patients clearly-defined rights.	Koppel A, Kahur K, Habicht T, Saar P, Habicht J, van Ginneken E. Estonia: Health system review. <i>Health Syst. Transit</i> . 2008; 10(1): 1-230. Nys H, Goffin T, Borry P, Dierickx K. <i>Patient Rights in the EU – Estonia</i> . Leuven (Belgium): European Ethical-Legal Papers, 2007.

European Union	<u>European Charter of Patients' Rights (2002)</u>	
Finland	<u>Act on the Status and Rights of Patients (1992)</u>	<p>Kuosmanen L, Kaltiala-Heino R, Suominen S, Kärkkäinen J, Hätönen H, Ranta S, Välimäki M. Patient complaints in Finland 2000-2004: a retrospective register study. <i>J Med Ethics</i>. 2008 ;34(11):788-92.</p> <p>Fallberg L, Kattelus M. The Ombudsman in Finland. In: Mackenney S, Fallberg L, editors. <i>Protecting patients' rights? A comparative study of the Ombudsman in healthcare</i>. Oxon (United Kingdom): Radcliffe Medical Press Ltd.; 2004. p. 25-31.</p>
France	<u>Law No. 2002-303 (2002)</u>	Giugliani C, Gault N, Fares V, Jegu J, Eleni dit Trolli S, Biga J, Vidal-Treca G. Evolution of

		<p>patients' complaints in a French university hospital: is there a contribution of a law regarding patients' rights? BMC Health Services Research 2009, 9:141-50.</p> <p>Chevreur K, Durand-Zaleski I, Bahrami S, Hernández-Quevedo C and Mladovsky P. France: Health system review. Health Syst Transit. 2010; 12(6): 1–291.</p>
Georgia	<i>The Law of Georgia on the Rights of Patients (2000)</i>	Chanturidze T, Ugulava T, Durán A, Ensor T, Richardson E. Georgia: Health system review. Health Syst Transit. 2009;11(8):1-116.
Germany	<i>Charter of the Rights of Patients (1999)</i>	
Ghana	<i>Patients' Charter (2002)</i>	Abekah-Nkrumah G, Manu A, Atinga RA. Assessing the implementation of Ghana's Patient Charter. Health Education 2010;110(3):169-185.
Hong Kong	<i>Patients' Charter (1999):</i> http://www.ha.org.hk/charter/pceng.htm	
Hungary	<i>Rights and Obligations of Patients (According to Act LCIV of 1997 on Health) (1997)</i>	Sándor J. Ombudspersons and patients' rights representatives in Hungary. In: Mackenney S, Fallberg L, editors. <i>Protecting patients' rights? A comparative study of the Ombudsman in healthcare</i> . Oxon (United Kingdom): Radcliffe Medical Press Ltd.; 2004. p. 55-76.

Iceland	<u>Patients Rights Act No 74/1997 (1997)</u>	
Iran	<i>Patients' Rights Charter (2002)</i>	<p>Joolae S, Tschudin V, Nikbakht-Nasrabadi A, Parsa-Yekta Z. Factors affecting patients' rights practice: the lived experiences of Iranian nurses and physicians. <i>Int Nurs Rev.</i> 2008 Mar;55(1):55-61.</p> <p>Nejad EM, Begjani J, Abotalebi G, Salari A, Ehsani SR. Nurses awareness of patients rights in a teaching hospital. <i>Journal of Medical Ethics and History of Medicine</i> 2011;4(2).</p> <p>Joolae S, Nikbakht-Nasrabadi A, Parsa-Yekta Z, Tschudin V, Mansouri I. An Iranian perspective on patients' rights. <i>Nurs Ethics.</i> 2006;13(5):488-502.</p>
Ireland	<u>Charter of Rights for Hospital Patients (1995)</u>	
Israel	<u>Patient's Rights Act (1996)</u>	<p>Hildesheimer GM, Shalev C. The Ombudsman in Israel. In: Mackenney S, Fallberg L, editors. <i>Protecting patients' rights? A comparative study of the Ombudsman in healthcare.</i> Oxon (United Kingdom): Radcliffe Medical Press Ltd.; 2004. p. 77-90.</p> <p>Rosen B, Samuel H. Israel: Health system review. <i>Health Syst Transit.</i> 11(2): 1-226.</p> <p>Yakov G, Shilo Y, Shor T.</p>

		Nurses' perceptions of ethical issues related to patients' rights law. Nurs Ethics. 2010 Jul;17(4):501-10.
Italy	<i>Code of Medical Ethics</i> (1996)	Lo Scalzo A, Donatini A, Orzella L, Cicchetti A, Profili S, Maresso A, Simões J. Italy: Health system review. Health Syst Transit. 2009; 11(6):1-214.
Kenya	<i>Patients' Rights Charter</i> (2006)	Ojwang BO, Ogutu EA, Matu PM. Nurses' impoliteness as an impediment to patients' rights in selected Kenyan hospitals. Health Hum Rights. 2010;12(2):101-17.
Lithuania	<u>Law on the Rights of Patients and the Damage Done to Patients (1996)</u>	Ducinskiene D, Vladickiene J, Kalediene R, Haapala I. Awareness and practice of patient's rights law in Lithuania. World Hosp Health Serv. 2007;43(3):22-6.
Malaysia	<i>Patient's Charter</i> (1995): <u>http://www.mma.org.my/Resources/Charters/Patientscharter/tabid/81/Default.aspx</u>	
Malta	Patients' Rights Charter (1998) (Issued by the Malta College of Family Doctors)	
Netherlands	<u>Act on the Medical Treatment Contract (1994)</u>	Alhafaji FY, Frederiks BJ, Legemaate J. The Dutch System of Handling Complaints in Health Care. Med Law. 2009;28(2):241-55.
New Zealand	<i>Code of Health and Disability Services Consumers' Rights</i>	New Zealand Health and Disability Commissioner. <i>A review of the Health and Disability Commissioner Act 1994 and Code of</i>

		<p><i>Health and Disability Services Consumers' Rights: Report to the Ministry of Health.</i> Auckland: New Zealand Health and Disability Commissioner; 2009.</p> <p>Skegg P. A fortunate experiment? New Zealand's experience with a legislated code of patients' rights. <i>Med Law Rev.</i> 2011;19(2):235-66.</p>
Norway	<p><i>Patients' Rights Act</i> (2001) → Came into force in 2001</p> <p>http://www.ub.uio.no/ujur/ulovdata/lov-19990702-063-eng.pdf</p>	<p>Magnussen J, Vrangbaek K, Saltman RB, editors. <i>Nordic health care systems: recent reforms and current policy challenges.</i> New York: McGraw-Hill Open University Press; 2009.</p>
Poland	<p>“Act on Patients’ Rights and the Commissioner for Patients’ Rights” (2008) (came into effect in 2009)</p>	<p>Bosek L, Pawliczak J. Codification of patients' rights in Poland--the Patients' Rights Act 2008. <i>Eur J Health Law.</i> 2010;17(4):361-83.</p>
Portugal	<p><i>Patients' Rights Charter</i> (1997)</p>	<p>Barros P, de Almeida Simões J. Portugal: Health system review. <i>Health Syst Transit.</i> 2007; 9(5): 1–140.</p> <p>Nys H, Defloor S, Dierickx K, Goffin T. <i>Patient Rights in the EU – Portugal.</i> Leuven (Belgium): European Ethical-Legal Papers, 2008.</p>

Québec	<i>An Act Respecting Health Services and Social Services</i> (1991): http://www2.publicationsduquebec.gouv.qc.ca/dynamicSearch/telecharge.php?type=2&file=/S_4_2/S4_2_A.html	Regis C. Enhancing patients' confidence in access to health care: the Ontario or Québec way? <i>Health Law J</i> 2004;12:243-73. Québec Ombudsman. <i>Annual report 2009-2010</i> . Québec (QC): The Ombudsman; 2010. Available: www.protecteurducitoyen.qc.ca/en/cases-and-documentation/index.html (accessed 2011 May 31).
Romania	<i>Law 46/2003 on the Rights of the Patient</i> (2003)	Vlădescu C, Scîntee G, Olsavszky V. Romania: Health system review. <i>Health Syst Transit</i> . 2008; 10(3): 1–172.
Slovakia	<i>Charter on the Patients' Rights in the Slovak Republic</i> (2001)	Szalay T, Pažitný P, Szalayová A, Frisová S, Morvay K, Petrovič M, van Ginneken E. Slovakia: Health system review. <i>Health Syst Transit</i> . 2011; 13(2):1–200. Defloor S, Nys H, Dierickx K, Goffin T. <i>Patient Rights in the EU – Slovankia</i> . Leuven (Belgium): European Ethical-Legal Papers, 2008.
Spain	<i>The Spanish Basic Law 41/2002 on the Autonomy of the Patient and the Rights and Obligations with regard to Clinical Information and documentation</i> (2002)	García-Armesto S, Abadía-Taira MB, Durán A, Hernández-Quevedo C, Bernal-Delgado E. Spain: Health system review. <i>Health Syst Transit</i> . 2010; 12(4): 1–295.

		Defloor S, Nys H, Dierickx K, Goffin T. <i>Patient Rights in the EU – Spain</i> . Leuven (Belgium): European Ethical-Legal Papers, 2008.
Trinidad and Tobago	<i>The Patient's Charter of Rights and Obligations</i> (2002): http://www.health.gov.tt/sitepages/default.aspx?id=114	
Turkey	<i>Regulations on Patients' Rights</i> (1998)	Saraçoğlu GV, Tokuç B, Güler F, Gül H. Evaluation of patient rights practices in a developing country: the Edirne model for the implementation of patient rights in Turkey. <i>J Med Ethics</i> . 2010;36(8):488-93.
United Kingdom	<i>NHS Constitution</i> (2009): http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Documents/nhs-constitution-interactive-version-march-2010.pdf	Parliamentary and Health Service Ombudsman. <i>Customer Satisfaction Research: Summary of Results</i> . London: Parliamentary and Health Service Ombudsman; 2010. Available: http://www.ombudsman.org.uk/__data/assets/pdf_file/0007/6289/Customersatisfaction.pdf (accessed 2011 July 1). Parliamentary and Health Service Ombudsman. <i>Listening and learning: the Ombudsman's review of complaint handling by the NHS in England 2009-10</i> . London: Parliamentary and Health Service Ombudsman; 2010. Available: nhsreport.ombudsman.org.uk/assets/files/downloads/Listening_and_Learning_HC482-PHSO-0110.pdf (accessed 2011 June 10).

		Parliamentary and Health Service Ombudsman. <i>Impact Study presentation of findings</i> . London: Parliamentary and Health Service Ombudsman; 2010. Available: www.ombudsman.org.uk/__data/assets/pdf_file/0013/4144/Impact-Study.pdf (accessed 2011 June 10).
South Africa	<i>Patients' Rights Charter</i> (1996): http://www.doh.gov.za/docs/pamphlets/patientsright/chartere.html	London L., Holtman Z, Gilson L, Erasmus E, Khumalo,G, Oyedele S, Ngoma B. <i>Operationalising Health as a Human Right: The Implementation of the Patients' Rights Charter: Final report to the Health Systems Trust in South Africa</i> (Durban: Health Systems Trust, 2006).