



# Universal Patients' Rights Association UPRA

## Decreasing Violation of Patients' Rights

(in the northern part of Cyprus)

*Rome, 4 of March, 2016*

# LEGAL FRAMEWORK

There is no specific law, legislation or charter for the protection of the patients' rights.

As a result of this legal deficiency, there are various problems in compensation of the losses and protection of the Patients' rights in northern part of Cyprus.

# LEGAL FRAMEWORK

With regard to patients' rights legislation, there are two parallel common sources;

- \* 6/2009 Public Health Workers Law

- \* Cyprus Turkish Medical Association's «Medical Professional Ethics Charter»

There are certain provisions that protect patients' rights

# LEGAL FRAMEWORK

Those two legal regulations contains only 5 recognized rights; including

- 1. Right of Access to adequate services**
- 2. Right to Information**
- 3. Right to Privacy and Confidentiality**
- 4. Right to Consent**
- 5. Right to Free Choice**

# LEGAL FRAMEWORK

The legislative back ground in force is insufficient in terms of protection of the rights. This reduces confidence in the health system.

Patients are more conscious day by day and they demand "patients' rights". Failure to meet these demands, it lowers the trust towards health care system

# LEGAL FRAMEWORK

Due to lack of the law directly related to patient rights create difficulties in the compensation of the losses of the patient. Therefore Court tries to solve the claims in the general principles of the current legal framework.

# LEGAL FRAMEWORK

On the other hand, the presence of a direct law alone will not be enough on patients' rights in terms of protection of rights

As long as the patients' rights were not to be achieved in the holistic approach, the required standard of healthcare services could not be provided.

# CURRENT HEALTH CARE SYSTEM

## Northern part of Cyprus

By law,

Public healthcare is free of charge at the public hospitals for public servants and their families, people with insufficient income, people with disability and chronic diseases

Private sector workers pay Social Insurance Fee. This lump sum goes directly to the General Budget.

**Current situation is not sustainable, serious problem in sustainability of the financing the healthcare system.**

## After opening of the Borders in 2003

Turkish Cypriots who have the Republic of Cyprus nationality, had free access to the HealthCare services in Republic of Cyprus.

After the financial and economic crisis in 2012-2013, due to not having National Insurance in the Republic of Cyprus, Turkish Cypriots excluded from the free Healthcare System.

Except, people with cancer to whom their treatment is still ongoing.





# Problems as identified by health-related organizations and other stakeholders

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- Insufficient human resources and equipment, low costly, and low quality supply of medicines
  - Lack of collaboration between private and public health care when public health care equipment and medicine falls short, restricting the patients choise to the medical staff , the hospital and to treatment

# Problems as identified by health-related organizations and other stakeholders

Long waiting lists and insufficient time spared for patients

Providing patients with insufficient information

Negative prejudice and reactions of the staff, professional misconduct

Lack of awareness of both patients' and service providers about patients' rights

Incautious registration of patient records

# Problems, as identified by health-related organizations and other stakeholders

Staff and health care providers not complying with informed consent procedures

- Minimal respect to patient confidentiality and privacy
- Lack of a comprehensive patients' rights legislative framework
- Lack of the right to choose health care providers
- Insufficient monitoring by the Health Administration in Turkish Cypriot Community

# WHO IS UPRA?

- Established in 2002
- Non Governmental Organization
- Non Profit Organization
- Aims and activities:
  - Decrease the violation in patients' rights in the northern part of Cyprus
  - Raising awareness
  - Advocacy
  - Enabling legal environment



# PATIENTS' VOICE

**A EU Project funded by EuropeAid Cypriot Civil Society in Action V**

**Location of the action: Northern part of Cyprus and Italy**

**Duration of the project: 24 months**

**Partnership: ACTIVE CITIZENSHIP NETWORK**

# Problems as identified by the Project in Health Care System.

**Problem 1:** Lack of awareness in patients' rights and responsibilities

**Problem 2:** Lack of respect to the patients

**Problem 3:** Violation of patients' rights

**Problem 4 :** Because of lack of knowledge and awareness in advocacy, also lack of active citizenship mechanisms, only few people are involved in activism at all level

**Problem 5:** Lack of legal framework protecting patients' rights

# Objectives of the Action

**Overall Objective 1** - Integrity and dignity of patients are strengthened in compliance with fundamental human rights.

**Overall Objective 2** - The quality of life of patients in the Turkish Cypriot community is enhanced.

**Specific Objective** - Patients' rights violations in the Turkish Cypriot community is decreased.



# The aim of activities within the project

- **Increase the awareness** of different target groups, including professionals and employees in health care, health-related civil society organizations (CSOs), patients, and the wider public about patients' rights and its significance, and mobilize these groups;
- **Change the attitudes** of professionals, policy makers, managers and CSOs in health care, and the wider public to respect the rights of patients;
- **Promote civic engagement and advocacy**, to sensitize the wider public and involve them in establishing their rights;
- **Build the capacity** of professionals and employees in health care, the lead applicant and other health-related CSOs in the Turkish Cypriot community and enable them to better interact with health care service users.
- **Build a strong network** between the lead applicant and co-applicant at European Union level, as well as strengthen the network between the lead applicant and other local health-related CSOs in the Turkish Cypriot community as a foundation for future actions.



# REACH US

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