



Knowledge regarding patient's rights among patients admitted in Nepalgunj medical college of Nepalgunj, Banke

Karishma Singh Thakuri

Teaching Assistant, Nepalgunj Nursing Campus, Tribhuvan University, Nepal

Correspondence Author: Karishma Singh Thakuri

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Abstract

The patient right is described as the code of conduct between persons who receive health services and the institutions that provides them. Patients' rights are a relatively new word in health sciences literature and practice, but they have quickly become an important aspect of current health care practice. When patients join the health care setting, they should much more aware of what they expect from health care personnel. To assess the level of knowledge regarding patient's right among patients admitted in Nepalgunj medical college of Nepalgunj, Banke. A descriptive cross-sectional research design was selected for the study and non- probability purposive sampling technique was used to select 60 patients admitted in Nepalgunj Medical College, Nepalgunj, Banke. Self-developed Semi-Structured questionnaire with face to face interview technique was used to assess the knowledge regarding patient's right among patient. This study result shows that level of knowledge regarding patient's rights among patients was good. One fourth (22%) of patients had good knowledge, majority (43%) had average knowledge and one third (35%) had poor knowledge regarding patient's right. Majority of patients had average and poor knowledge. As a result of finding additional public awareness program regarding patient's rights should be conducted in frequent time interval to educate local public and patients regarding their rights whenever they visit any health institution for service.

Keywords: knowledge, patient's right, health care

Introduction

The patient right is defined as the rule of conduct between people who benefit from health services and institution who provide them and is owed by the patient by physician and state. Patients' rights are recently introduced term in health sciences literature and practice and has become an important part of modern health care practice. Patients now are much more aware of what they expect from health care professionals, when they enter the health care environment (Ramadan, 2018) [8].

The notion of patient rights has been developed on the basis of concept of the person, and the fundamental dignity and equality of all human beings recognized in the Universal Declaration of Human Rights in 1948. Since then numerous declarations and professional ethical codes have sought to ensure the protection of fundamental human rights and to promote the humanitarian treatment of all patients (T. Gurung & Ghimire, 2020) [4].

The rights of a patient are a set of rules of conduct which govern the interaction between the patient and health care professionals. Every patient has a right to be informed about their rights and also the responsibility of the healthcare providers. The implementation of patient's rights, as an extension of human rights, is an important index for health service quality (Muhammad, 2021) [7].

Patients have the right to accessible, equal and constant health services, receive information, make decisions freely regarding the methods of treatment and their physicians, privacy, have their psychosocial and spiritual values respected (Tabassum, 2019) [9].

Patient rights are essential pillars to provide a good health care

and to promote ethical medical practices. Therefore, adherence to patient rights is considered an important issue in the quality improvement efforts in health services, and one of the main bases for defining standards of clinical services. For patients to be aware of their own rights, this not only can increase the patients' dignity by enabling them to participate with doctors in decision-making responsibilities, but also can increase the quality of health care services, reduce costs and decrease the length of hospital stays. Therefore, assessment of patients awareness of their rights is of utmost importance (Tabassum, 2019) [9].

The World Health Organization research group, who investigate the field of patient rights, endorses that each country should establish its own regulations for patient rights according to its priorities and its own cultural and social needs. The constitution of 2015 and public health service act of 2018 in Nepal is the act which bring notes in black and white to protect and have shown different ways of to secure and get the service of their need. Despite the achievements concerning patient rights and ethical problems in the health care in Nepal, several problems still persist including the unethical behavior of some health care workers, and the poor patient understanding of the concepts of patient rights (S. Gurung & Sapkota, 2019) [3].

Statement of the research problem

A study to assess the Knowledge regarding patient's rights among patient admitted in Nepalgunj medical college of Nepalgunj, Banke.

Rational of the study

Undoubtedly, every human has individual and social rights that are as a principle accepted by all human societies. But the more vulnerable groups of society have special rights. Patients are one of the most vulnerable social groups that are vulnerable, either physically or psychologically, socially and economically. In recent decades, with stunning advances in medical science and the advent of modern treatment and advances in medical technology methods, the field interaction and medical interventions has greatly expanded that it has a great moral challenge (Ducinskiene, 2016) [2].

Effective health system requires the active participation of recipients and providers of health services. It requires collaboration between patients and physicians and other health care professionals. Adequate and honest communication, respect for personal and professional values and sensitivity to the differences, are the essential for quality of patient care and right (Davatil, 2019).

Health care personals as doctors, health assistance and nurses are always in close contact with the patient as nurses remain with the patient all the time to provide care. For the quality of care and better recovery, provision patient should have not only the knowledge of disease but also should have the knowledge and be aware of human rights, abuses to the patient that may occur in the hospital while providing care.

Patients have the right to protect their health and get the necessary information from their health care provider but due to lack of knowledge and poor attitudes regarding patient rights. Most of the patients have insufficient level of knowledge. Patients had poor knowledge regarding their rights to informed consent before any medical procedure and also have to know all the information about their disease with due respect. Patient rights are ignored by health care staff due to their poor attitudes and practices regarding the patient rights which decrease the patient satisfaction (Davati, 2019).

A Descriptive study was conducted to find out the knowledge regarding patients' rights among hospitalized patients in Universal College of Medical Sciences, Teaching Hospital, Siddharthanagar -1, Rupandehi, Lumbini province in 2019. The result of the study showed that 59.7% of patient have high level of knowledge and 40.2% had low level of knowledge regarding patient right (S. Gurung & Sapkota, 2019) [3].

A cross-sectional study was undertaken to assess the knowledge among inpatient about patient's rights at an academic accredited hospital in Manipal University Hospital, Manipal, Karnataka, India in 2019. The result of the study showed that majority of the respondent i.e. 57% did not know about their right, while 23% had partial knowledge and remaining 20% had complete knowledge regarding patient right (Krzych & Ratajczyk, 2019) [6].

A cross-sectional study was undertaken to assess the patients' knowledge of the Patients' Rights Charter in the selected hospitals of the Limpopo province, South Africa (SA) in 2022. The result showed that 71% of patient did not know about the patient right charter while 29% of them have seen it once but did not get complete knowledge about it (Thema & Sumbane, 2022) [10].

All the above finding shows that knowledge regarding patient right in patient is very less. Many patients did not know about patient charter in hospital, their disease and treatment modality. Hence, the access of the knowledge regarding patient right is not only about statistics but also help to guide the system regarding giving enough important on this topic also. So, I was provoked to do research study on this topic.

Hypothesis

Hypothesis will be tested at 0.05 significance.

H₁: There will be association between knowledge regarding patient rights among patients with their selected demographic variables.

Review of literature

A Descriptive study was conducted to find out the knowledge regarding patients' rights among hospitalized patients in Universal College of Medical Sciences, Teaching Hospital, Siddharthanagar-1, Rupandehi, Lumbini province in 2019. The total numbers of samples for the study were 72 and were selected by using convenience sampling technique. Semi-structured interview schedule was used to collect the data. The result of the study showed that 59.7% of patient have high level of knowledge and 40.2% had low level of knowledge regarding patient right (S. Gurung & Sapkota, 2019) [3].

A cross-sectional study was undertaken to assess the knowledge among inpatient about patient's rights at an academic accredited hospital in Manipal University Hospital, Manipal, Karnataka, India in 2019. The required sample size for the study was 350 patients who were admitted in the hospital. Simple random sample technique was used to select respondent. The result of the study showed that majority of the respondent i.e. 57% did not know about their right, while 23% had partial knowledge and remaining 20% had complete knowledge regarding patient right (Krzych & Ratajczyk, 2019) [6].

A cross-sectional study was undertaken to assess the patients' knowledge of the Patients' Rights Charter in the selected hospitals of the Limpopo province, South Africa (SA) in 2022. The sample size for the study was 51 patients admitted in different wards of hospital and was selected through simple random sampling. The result showed that 71% of patient did not know about the patient right charter while 29% of them have seen it once but did not get complete knowledge about it (Thema & Sumbane, 2022) [10].

A cross-sectional descriptive analytic study, conducted amongst 263 patients at Wadi- Medani Teaching Hospital, Sudan, in March-April 2017. The aim of the study was to assess the knowledge and practice of patient's rights among inpatients at Wad Medani Teaching Hospital, Gezira, Sudan. The study found that 34% of patients had good knowledge, 49% had average knowledge and 17% had poor knowledge regarding patient's right (Younis., Hassan A., & Dmyatti., 2017) [11].

A cross-sectional study was conducted in the inpatient wards of Minia university hospital, Minia government, Egypt in 2018. The objectives of the study were to assess the knowledge regarding different aspects of the patient's rights by a mean

knowledge score. A total of 514 patients were interviewed during their hospital stay and was selected through cluster sampling technique. The total score of patients right in this study was 7.2 ± 2.71 out of 514 (Ramadan D., 2018) [8].

A cross-sectional descriptive study was conducted in different wards of public sector tertiary care hospitals of Peshawar, in 2021 in Pakistan from February to May 2018. The study was aimed to assess the knowledge of hospitalized patients about their rights. The sample size for the study was 200 patients and were selected through simple random sampling. The result of the study shows that about 25% of patients only know about their basic rights, 35% of patient have moderate knowledge and rest 40% have poor knowledge regarding patients right (Muhammad R., 2021) [7].

This descriptive cross-sectional comparative study was conducted in two hospitals in Lahore in 2019, each belonging to public and private sector. The aim of the study was to assess the lack of awareness of patient's rights among patients visiting hospitals. A structured questionnaire was used to collect data from patients. A total of 220 patients were selected to participate in the study, 110 belonging to each private and public hospital. The study findings showed that 64% of the patients were not aware of their rights and 36% rest were aware (Tabassum A., Ramadan D., 2019) [9].

A cross-sectional comparative study was undertaken with an objective to determine and compare the general levels of knowledge of patient's rights among the patients and nurses in training hospital sin Qom province in 2020. A total of 50 nurses and 200 hospitalized patients were asked about patient's rights. The study findings show that 58.3% of patients had good knowledge, 39.1% had moderate knowledge and 2.56% had weak knowledge regarding patient rights (Heidari E., 2020).

A cross-sectional study was undertaken to identify the level of awareness of patients right and to identify their source of information among patients at the National Guard Hospital in Riyadh, Saudi Arabia in 2021, a total of 358 patients were included in the study. Simple random sampling methods were used to select the patients. The study finding shows that 72.2% of patients were moderately aware about patients right while another 65.3% were unaware regarding patients right (Al-Rebdi., Rabbani., & Alqahtani., 2021) [1].

A cross-sectional study was undertaken among patients attending outpatient clinics of the five hospitals of armed forces hospitals, in Taif region, Saudi Arabia in 2019. A total of 383 patients were included in the study and were selected through convenient sampling. The study finding showed that 77% of patients were not aware regarding their right and remaining 23% had some knowledge (Almalki E., 2019).

The literature study summarized above shows that knowledge regarding patient's rights among patients is very less. Many patients did not know about their rights in hospital, their disease and treatment modality. Hence, the assess of the knowledge regarding patient's rights is not only about statistics but also help to guide the system regarding giving enough important on this topic also. Therefore, researcher is interested in conducting this study.

Research methodology

Research methodology is the process of scientifically and systematically collecting data, to take necessary action. This chapter includes all the procedures followed from desk to field for necessary data collection as well as help readers what the researcher has followed.

Research design

Research design is a process of gathering current data from subject so that new information may be obtained, research approach is an umbrella that covers the basic procedure for conduction research.

A descriptive cross-sectional study based on quantitative approach was used to identify the knowledge regarding patients right among patients admitted in Nepalgunj medical college, Nepalgunj, Banke.

Research setting

Study was conducted in Nepalgunj Medical College Nepalgunj, Banke, Lumbini province of Nepal.

Geographical introduction

Banke district is a part of Lumbini Province, one of the 77 districts of Nepal. The district, located in Midwestern Nepal with Nepalgunjas its district headquarters, covers an area of 2,337 km². there are three main cities in the Banke district: Nepalgunj, Kohalpur and Khajura Bazaar. Nepalgunj is a sub-metropolitan Municipality in Banke district, Nepal. Nepalgunj is 153 km south-west of Ghorahi, 16 km south of Kohalpur and 35 km east of Gulariya and had population of 1,46,871.

Study population

The population were the patients admitted in Nepalgunj Medical College of Nepalgunj, Banke.

Sample technique and sample size

The sample size of the study were 60 patients.

Sampling technique

Non-probability purposive sampling technique was used.

Sample selection criteria inclusion criteria

The study includes the Patients who:

- Available at the time of data collection.
- Willing to participate in the study.
- Admitted in the Nepalgunj Medical College of Nepalgunj, Banke.

Instrumentation

The research instrument consists of self-developed semi-structured questionnaire. The interview questionnaire was developed in english and later translated into Nepali. Nepali translated questionnaire was used for data collection through face to face interview technique. The questionnaire consists of two parts:

Part I: Questions related to socio-demographic.

Part II: Self-developed semi-structured questionnaire related to patient's right among patients.

Data collection technique

Semi-structured questionnaire with face to face interview technique was adopted to collected data.

Validity and reliability

Content validity of the questionnaire was obtained by giving the tool to experts in the field of laws and regulation and requested to give their opinion and suggestion regarding each item in the tools.

Test-retest method was used for the reliability of the content for structured questionnaire knowledge related to patient's right.

Plan for data collection procedure

- Data was collected after getting approval from Bheri Nursing College.
- Formal permission was taken from hospital authority.
- Informed consent was taken from each patient together by explaining objective of the study.
- Patients were selected without any discrimination of ethnicity, area, education, marital status, social-economic status and religion.
- Researchers herself collect the data.

Plan for data analysis

Accuracy and completeness of the gathered date was checked. Data was edited, organized and coded manually, and entered into Statistical Package for Social Science (SPSS) version 21. Descriptive statistics was used to calculate the mean, standard deviations, range, frequency and mean scores of subjects. The finding of the data was presented through the relevant table, bar graphs, and pie chart.

Ethical consideration

Data collection was started after submitting the proposal of the study and getting approval from the Research Committee of the Bheri Nursing College (BNC). The objectives of the study were explained to each patient and written informed consent was taken before data collection. Patients were not forced to participate in the study. They can withdraw their participation at any time without explanation. Anonymity was maintained by coding and confidentiality was maintained by assuring that it is only for study purpose.

Data analysis and interpretation

Data was collected among 60 patients of Nepalgunj medical college, Nepalgunj, Banke in order to assess the level of knowledge regarding patients right among patients. All the collected data were cleaned entered and analyzed using statistical software. The analyses were done using descriptive statistics. All the information was reported in term of frequency and percentage with the help of tables.

All the obtained data were analyzed on the basis of the objective of the study. The data were organized and presented

under the following sections:

Section I: Description of socio-demographic characteristics of patient's rights among patients.

Section II: Distributions of knowledge regarding patient's rights among patients.

Section III: Association between the level of knowledge regarding patient's rights among patients with their socio-demographic variables.

Section I

Socio-demographic characteristics of patient's rights among patients.

The section includes information regarding age, sex, educational status, occupation status, source of information.

Table 1: Frequency and percentage distribution of patients according to their age (N=60)

Variables	Frequency	Percentage
Age group		
20-30 years	12	20
31-40 years	25	41.6
41-50 years	14	23.3
>51 years	9	15

Interpretation

Table 1 depicts that majority of the patients (41.60%) belonged to 31 to 40 years, one fourth of the patients (23.3%) belonged to 41 to 50 years age group, less than one fourth of the patients (20%) belonged to 20 to 30 years age group and few of patients (15%) belonged to age group more than 50 years.

Table 2: Frequency and percentage distribution of patients according to their sex (N=60)

Variables	Frequency	Percentage
Sex		
Male	29	48.3
Female	31	51.6

Interpretation

Table 2 depicts that majority of the patients (51.6%) were female and less than half (48.3%) were male.

Table 3: Frequency and percentage distribution of patients according to their education (N=60)

Variables	Frequency	Percentage
Educational status		
Illiterate	7	11.6
Primary education	14	23.3
Secondary education	15	15
Higher secondary education	14	23.3
Bachelor and above	10	16.6

Interpretation

Table 3 illustrates that majority of the patients (23.3%) had completed primary and higher secondary education, less than one fourth of the patients (16.6%) and (15%) had completed secondary education and bachelor and above respectively and last but not the least few (11.6%) were illiterate.

Table 4: Frequency and percentage distribution of patients based on their occupation (N=60)

Variables	Frequency	Percentage
Occupation status		
Agriculture	11	18.3
Job/service	35	58.3
Business	14	23.3

Interpretation

Table 1.4 and figure 1.4 illustrate that majority of patients (58.3%) were engaged in job/service, one fourth of the patients (23.3%) were engaged in some business and less than one fourth (18.3%) were engaged in agriculture as their occupation.

Table 5: Frequency and percentage distribution of patients according to their source of information towards patient right (N=60)

Variables	Frequency	Percentage
Source of information		
Hospital	12	20
Mass media	33	55
Family	2	3.3
Peer group	13	21.6

Interpretation

Table 5 demonstrate that majority of patients (55%) get information from mass media, one fourth of the patients (21.6%) and (20%) get information from peer group and

hospital respectively and few patients (3.3%) get information regarding patients right from family members.

Section II: Distributions of level of knowledge regarding patient's rights among patients

This section includes distribution of the findings related to level of knowledge regarding patient's rights among patients.

Table 6: Frequency and percentage distribution of patients according to their level of knowledge (N=60)

Knowledge	Frequency	Percentage
Good knowledge	13	21.67
Average knowledge	26	43.33
Poor knowledge	21	35

Interpretation

Table 6 shows that one third (35%) had poor knowledge and one fourth (21.6%) had good knowledge and majority (43%) had average knowledge.

Section III: Association between knowledge regarding patient's rights among patients with their selected socio-demographic variables

H₁: There will be an association between knowledge regarding patient's rights among patients with their selected socio-demographic variables.

Table 7: Association of socio-demographic characteristics of patients according to their knowledge score regarding patient's rights (N=60)

Personal variables	Level of Knowledge			Chi	DF	P value
	Good	Average	Poor	Square χ^2		
Age						
20-30 years	2	8	5	2.134	4	0.710
31-40 years	9	8	12			
41-50 years	2	2	1			
>51 years	1	6	3			
Sex						
Male	7	11	12	9.71	4	0.145
Female	5	9	1			
Education status						
illiterate	5	2	9	5.379	2	0.06
Primary education	1	6	9			
Secondary education	5	10	0			
Higher secondary education	4	6	7			
Bachelor level and above	2	1	2			
Occupational status						
Agriculture	2	3	3	4.594	4	0.331
Job/service	0	1	0			
Business	6	6	10			
Source of information						
Hospital	0	1	0	2.522	4	0.641

Table 7 depict that none of the variables had an association with the level of knowledge regarding patient right were p-value are more than 0.05. Hence, hypothesis (H₁) is rejected and null hypothesis is accepted.

Discussion, Conclusion and Recommendation

Discussion

The result of the study present study discussed with other related studies and organized under following sections:

Section 1: Demographic variables of the study

The present study shows that Majority of the patients (41.60%) belonged to 31 to 40 years, one fourth of the patients (23.3%) belonged to 41 to 50 years age group, less than one fourth of the patients (20%) belonged to 20 to 30 years age group and few of patients (15%) belonged to age group more than 50 years. Regarding sex of patient's majority of the patients (51.6%) were female and less than half (48.3%) were male. Majority of the patients (23.3%) had completed primary and higher secondary education, less than one fourth of the patients (16.6%) and (15%) had completed secondary education and bachelor and above respectively and last but not the least few (11.6%) were illiterate.

Similarly, Majority of patients (58.3%) were engaged in job/service, one fourth of the patients (23.3%) were engaged in some business and less than one fourth (18.3%) were engaged in agriculture as their occupation. Regarding source of information majority of patients (55%) get information from mass media, one fourth of the patients (21.6%) and (20%) get information from peer group and hospital respectively and few patients (3.3%) get information regarding patients right from family members.

Finding of the present study is similar with the study conducted by Ramadan *et al* (2018) ^[8] to identify the knowledge regarding different aspects of the patient's rights in Minia University hospital, Egypt. Finding of the study showed that about 50% of patients belong to 31 to 40 years of age and 20% belong to age group more than 50 years. Regarding sex of patient, 55% were female and 45% were male.

Section II: Distributions of knowledge regarding patient's right among patients

The finding of the study shows that, 66.6% of patients told that patient's right is the have privacy and confidentiality during examination, procedures and whole treatment. Half of the patients i.e. 50% told that patients right is to help patients in treatment. Regarding who are included in patients right, 66.6% patients told that patients, family members and health workers are included in patients right. Cent percent of patients told that patients right include receive privacy, kind and respectful care. Regarding informed consent, 73.3% of patient told that it's an agreement or permission for care, treatment or service.

About 90% patients told that its patient's right to make decision to change treatment and hospital based on their need. Majority of patients i.e. 83.3% told that local and understandable language should be used to give information about patient condition to patient and their families. About 86.6% of patient told that patient's information should be given to them and their families before treatment and any procedure. Regarding reporting site for violation of patient's right, 76.6% told that its hospital and local administration.

A similar result is shown by a study conducted by Al-Rebdi *et al*. 2021 ^[1], to identify the level of awareness of patients right and to identify their source of information among patients at the National Guard Hospital in Riyadh, Saudi Arabia and the finding of the study showed that 70% of patients told that patient's right is the have privacy and confidentiality during

examination, procedures and whole treatment and 60% told that patients right is to help patients in treatment.

Cent percent of patient told that patients can ask for compassionate health care service by showing respect, care and attention from health care professionals during treatment. Cent percent of patient told that patient should receive health care through hygienic and peaceful environment. About 75% of patients told that they should receive health service without discrimination from health worker based on their age, sex and economic status. About 68% of patient told that they should ask their information in verbal and written form. Majority of patients i.e. 60% told that patient have a right to access medical records regarding their treatment and procedure.

Half of the patients i.e. 55% told that in case of violating patient right health worker or hospital administration can had a jail up to 6 month and penalty of 3,00,000. About 80% of patients told that they have a right to ask care giver for clarification of the caregiver's instructions regarding their care and support. Majority of patients i.e. 60% told that they have right to receive a copy of report at the time of discharge. About 48.3% of patient told that, when we talk about patient right it includes people who have been formally admitted to a hospital. About 55% of patients told that, right to access means patients can view and get copies of their records, whenever they want.

A study conducted by Tabassum *et al* 2019 ^[9], with an objective to assess the lack of awareness of patient's rights among patients visiting hospitals in Lahore, Pakistan. The finding of the study showed that about 71% of patient told that they should ask their information in verbal and written form and about 63% of patients told that patient have a right to access medical records regarding their treatment and procedure.

About 70% of patients told that patient right violation meaning failing to provide proper nursing services. About 90% of patients told that right to safety means be careful in safe environment and feel safe. About 85% told that right to information means access to all kind of information about treatment. About 50% of patients told that along with patient rights, patient have a responsibility to ask for more information if they don't understand something.

The finding of the study showed that 22% had good knowledge, 43.3% had average knowledge and 35% of patients had poor knowledge. A study done by Muhammad *et al.*, 2021^[7] in 2021 with objectives to assess the knowledge of hospitalized patients about their rights showed that 39% of patients had poor knowledge, 22% had good knowledge and 39% of patients had average knowledge regarding patients' right.

Conclusion

The following conclusions were drawn based on the findings of the study. This study shows that level of knowledge regarding patient right was 21.6% had good knowledge, 43.3% had average knowledge and 35% of patients had poor knowledge. Chi-square test was used to test the association between knowledge and their selected demographic variables (age, sex, educational status, occupation, source of

information). None of the demographic variables were significantly associated.

The level of knowledge about patients' right is average among patients. Thus, the study concluded that there is a need of education programs among patients as well as among health workers, to help them learn and maintain the basic norms of patient's right.

Recommendation

Based on the research conducted, it is recommended that there is need to create enough knowledge towards patient's right.

- A similar study can be conducted on other hospital settings as meet.
- Further comparative research study can be done to assess the knowledge towards patients' right among patients.
- Further studies can be conducted which cover the wide and further depth knowledge of patients right.

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