

Medical groups, Fomca sign MOU outlining rights of patients

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L-R: Malaysian Pharmacists Society (MPS) president Professor Amrahi Buang, Malaysian Medical Association (MMA) Dr Muruga Raj Rajathurai, Health Minister Dr Zaliha Mustafa, Federation of Malaysian Consumers Associations (Fomca) president Datuk Dr Marimuthu Nadason and Association of Private Hospitals of Malaysia (APHM) president Datuk Dr Kuljit Singh.

PETALING JAYA: Medical groups and a consumer association have signed a memorandum of understanding (MOU) that outlines the rights and expectations of patients when receiving medical care.

The “2023 Patient’s Charter” was signed by the Federation of Malaysian Consumers Associations (Fomca), Malaysian Medical Association (MMA), Malaysian Pharmacists Society (MPS) and the Association of Private Hospitals of Malaysia (APHM).

The signing was done at the MMA house on Monday (August 28) and it was witnessed by Health Minister Dr Zaliha Mustafa.

Fomca president Datuk Marimuthu Nadason said the Patient's Charter supports the principle of mutual respect between patient and healthcare provider.

"Whilst it does not generally grant formal legal rights, it can act as a catalyst to enhance patient welfare and resolve individual patient concerns, feedback and complaints quickly and economically through an appropriate redress mechanism in place," he said.

MMA president Dr Muruga Raj Rajathurai said the Patient Charter served as a crucial framework outlining the rights, responsibilities and expectations for both patients and healthcare providers within a medical system.

He said awareness of patients' rights is vital to empower individuals to actively participate in their healthcare journey.

"When patients are informed about their rights, they can confidently engage in discussions with medical professionals and make informed choices about their treatments.

"This awareness fosters a sense of partnership between patients and healthcare providers, enhancing communication and trust," he said.

MPS president Prof Amrahi Buang said this approach also contributed to the nation's overall productivity.

"A healthier populace directly translates to heightened productivity, underlining the symbiotic relationship between the nation's health and its prosperity," he said.

APHM president Datuk Dr Kuljit Singh meanwhile said the Patient's Charter provided a guide for all healthcare providers to give the best to patients, ranging from clinical outcomes to exceptional satisfaction in the treatment journey, utilising a method that is proven safe.

The 2023 Patient's Charter, developed by Fomca and endorsed by MMA, MPS and APHM, incorporates updates taking into account the latest developments, advancements in technology and the evolving healthcare landscape.