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Postgraduate Certificate in Patient Experience and Engagement

## Ethics and Legal Issues in Patient Experience

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Ethics and Legal Issues in Patient Experience:

**Advance Directives:** Legal documents that allow individuals to specify their medical treatment preferences in advance, in case they become unable to communicate their wishes in the future. Advance directives typically include living wills and durable power of attorney for healthcare.

**Autonomy:** The principle that individuals have the right to make their own decisions about their healthcare based on their values, beliefs, and preferences. Autonomy is a key component of patient-centered care and informed consent.

**Bioethics:** The study of ethical issues related to healthcare and biomedical research. Bioethics examines the moral dilemmas that arise in healthcare settings and seeks to provide guidance on how to navigate these complex issues.

**Confidentiality:** The duty of healthcare providers to protect the privacy of patients and keep their personal information confidential. Confidentiality is essential for building trust between patients and healthcare providers.

**Conflict of Interest:** A situation in which a person or organization has competing interests that could potentially influence their decisions or actions. In healthcare, conflicts of interest can arise when providers have financial relationships with pharmaceutical companies or other stakeholders.

**Cultural Competence:** The ability of healthcare providers to effectively communicate with and provide care to patients from diverse cultural backgrounds. Cultural competence is essential for delivering patient-centered care and improving health outcomes.

**Do Not Resuscitate (DNR):** A medical order that instructs healthcare providers not to perform cardiopulmonary resuscitation (CPR) in case of cardiac arrest. DNR orders are typically based on the patient's wishes or advance directives.

**Ethical Dilemma:** A situation in which there are conflicting moral principles or values, making it difficult to determine the right course of action. Ethical dilemmas are common in healthcare settings, where providers must balance the interests of patients, families, and other stakeholders.

**Informed Consent:** The process of obtaining permission from a patient before performing a medical intervention or disclosing confidential information. Informed consent requires providers to explain the risks, benefits, and alternatives of a proposed treatment so that patients can make an informed decision.

**Justice:** The principle that all individuals should be treated fairly and equitably in healthcare. Justice involves distributing resources and benefits in a way that promotes the common good and minimizes disparities.

**Medical Ethics:** The branch of ethics that deals with moral principles and values in healthcare. Medical ethics provides guidelines for healthcare providers to navigate ethical dilemmas and make decisions that prioritize patient well-being.

**Nonmaleficence:** The principle that healthcare providers should do no harm to patients and avoid actions that could cause unnecessary suffering or injury. Nonmaleficence is a fundamental ethical principle in medicine.

**Patient Rights:** The legal and ethical rights that patients have in healthcare settings, including the right to informed consent, confidentiality, and autonomy. Patient rights are designed to protect the well-being and dignity of individuals seeking medical care.

**Professional Boundaries:** The limits that healthcare providers must maintain in their interactions with patients to ensure ethical and appropriate care. Professional boundaries help establish trust and prevent conflicts of interest or misconduct.

**Quality of Care:** The degree to which healthcare services meet the needs and expectations of patients and provide safe, effective, and patient-centered care. Quality of care is a key factor in patient experience and satisfaction.

**Respect for Persons:** The principle that individuals have inherent dignity and worth, regardless of their health status, beliefs, or background. Respect for persons is a core ethical principle in patient-centered care and emphasizes treating patients with dignity and respect.

**Scope of Practice:** The range of services and responsibilities that healthcare providers are trained and authorized to perform within their specific profession. Scope of practice defines the limits of a provider's clinical practice and guides their interactions with patients.

**Shared Decision-Making:** A collaborative approach to healthcare decision-making in which patients and providers work together to make informed choices about treatment options. Shared decision-making involves discussing the risks, benefits, and preferences of each option to reach a consensus.

**Standard of Care:** The level of care that healthcare providers are expected to deliver based on established guidelines, best practices, and professional standards. The standard of care helps ensure that patients receive quality and consistent treatment across healthcare settings.

**Telemedicine:** The use of technology, such as video conferencing and remote monitoring, to provide healthcare services to patients at a distance. Telemedicine offers convenient access to care but raises ethical and legal issues related to privacy, security, and informed consent.

**Unintended Consequences:** Unexpected outcomes or effects of a healthcare intervention that may have negative consequences for patients, providers, or the healthcare system. Unintended consequences can result from well-intentioned actions and highlight the importance of ethical decision-making.

**Value-Based Care:** A healthcare delivery model that focuses on improving patient outcomes and experiences while controlling costs. Value-based care emphasizes quality, efficiency, and patient-

centeredness to enhance the overall value of healthcare services.

Whistleblowing: The act of reporting unethical or illegal behavior in an organization, such as fraud, abuse, or safety violations. Whistleblowing is a way to promote transparency, accountability, and ethical conduct in healthcare settings.