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## Mini Review: Rights and Obligations of Patients as Consumers of Health Services from An Islamic Perspective

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**Abstract:** *Health is very important to improve the growth and development of the nation's life, and has an important role in shaping a healthy, just, and prosperous society. The synergy between the caring behaviour of medical servants and Islamic morality is expected to increase patient satisfaction with health services. In the context of medical services, the rights and obligations of patients as consumers are also regulated by law, where patients have the right to obtain information, protection, and compensation for errors in medical services. The purpose of this review article is to explain the application of Islamic law in health services, identify the rights and obligations of patients in the Islamic context, discuss the synergy of Islamic morality and health services, highlight the importance of balancing patient rights and obligations, provide an understanding of Muslim health consumer awareness, and encourage understanding of patient rights and obligations by the health law. The method of searching for scientific articles used as literature in this review through the website <https://scholar.google.com> using the keywords "patient rights and obligations"; "Islamic health services"; "patient rights in Islam"; "informed consent"; "Health in Islamic perspective". The importance of the balance between patient rights and obligations, providing an understanding of health consumer awareness and encouraging understanding of patient rights by the health law.*

**Keywords:** *Islamic health, services, patient rights, Muslim health, consumer.*

### INTRODUCTION

Islam is a religion of mercy for the whole world as Allah says in Surah Al-Anbiya verse 107 which reads, "And We did not send you, but to be a mercy for the universe". Then, we made you (Prophet Muhammad) follow the sharia of that affair (religion). In Surah Al-Jatsiyah verse 1, "So, follow it and do not follow the desires of those who do not know". To be recognized by all mankind, Islamic law must be applied in various aspects of life. The enforcement of Islamic law is not only limited to the sacred activities of Mahfud but must also be integrated into all human activities. Islamic Sharia must be applied to social, political, economic, and other fields including health services, including hospital services [1]-[4].

The application of Islamic teachings or Shariah in healthcare aims to provide services to Muslim patients by Islamic principles. Shariah standards ensure the use of halal products, an Islamic atmosphere, and services that meet Shariah objectives are prioritized. Medicines and food in hospitals must also be halal and tweek (good), and contracts and financial controls must be Sharia-compliant. The purpose of Shariah is to protect people from harm, humiliation,

confusion, chaos, and injustice. It is undeniable that if Muslims consume halal goods and services and carry out activities that do not violate Sharia, then Muslims will become more peaceful, away from sin, and can live a life full of blessings. Privacy during treatment, interactions between patients and healthcare professionals of different genders, and the context of the treatment they receive [5]–[9].

The need for Islamic hospital services managed by Muslims is increasing. This has encouraged Islamic community organizations to establish Islamic hospitals in Indonesia. With the Islamic label, Islamic hospitals are expected to be able to organize Islamic health services that involve all forms of medical and nursing activities within the framework of Islamic principles [10]. Good behaviour can increase patient satisfaction, especially by incorporating values based on Islamic teachings. A good synergy between caregiver caring behaviour and Islamic morality can increase satisfaction with health services [11]–[15].

## LITERATURE REVIEW

In Islamic literature, there is a strong emphasis on the rights and obligations of patients as consumers of health care. Some important aspects that are often discussed in this context include:

### Patient Rights in Health Services:

1. **Right to Information:** Patients have the right to clear and honest information about their health condition, diagnosis, and available treatment options.
2. **Right to Choose:** The patient has the right to choose a medical procedure or treatment based on the knowledge provided to him.
3. **Right to Certainty:** Patients have the right to assurance that their personal information will be kept confidential.
4. **Right to Quality of Service:** Patients are entitled to receive health services by established standards [16]–[20].

### Patient Obligations in Health Services:

1. **Obligation to Respect Health Workers:** Patients have a responsibility to respect and cooperate with health workers in the process of care.
2. **Obligation to Follow Medical Instructions:** Patients are responsible for following medical instructions and recommendations given by healthcare professionals.
3. **Obligation to Communicate Honestly:** Patients have a responsibility to provide honest and accurate information related to their health condition to healthcare providers [21]–[24].

From an Islamic business perspective, healthcare providers and pharmaceutical companies also have an ethical obligation to provide quality services, provide honest information, and prioritize patient safety. They are also expected to respect the rights of patients as described in Islamic teachings.

Literature reviews on the rights and obligations of patients in health care from an Islamic perspective usually highlight the principles of religious teachings related to ethics in health services, social responsibility, and the importance of maintaining a balance between rights and obligations for both parties, namely patients and health care providers.

From the Islamic perspective, the relationship between patients and healthcare providers is reflected within the theoretical framework of interrelated rights and obligations. Some relevant principles can be considered:

### Patient Rights:

1. Right to Adequate Care: Patients have the right to receive quality and proper health care by Islamic medical and ethical standards.
2. Right to Information: Patients have the right to clear, honest, and complete information about their health condition and available treatment options.
3. Right to Required Consent: Patients have the right to give consent before receiving medical treatment or procedures involving them.
4. Right to Confidentiality: Patients have the right to keep their medical information confidential by the principles of belief in Islam.
5. Right to Justice and Openness: Patients have the right to be treated fairly without discrimination based on religious background, ethnicity, or social status [25], [26].

#### Patient Obligations:

1. Duty to Own Health: Patients must take care of their health by Islamic teachings on the importance of taking care of the body as a gift from God.
2. Obligation to Openness: Patients must provide accurate information about their health condition to healthcare providers.
3. Obligation to Compliance: Patients must comply with medical instructions and treatments recommended by health care providers [27]–[29].

In the practice of healthcare business in Islam, healthcare providers must respect the rights of patients as described in Islamic teachings. They must provide quality care, respect patient privacy and decisions, and ensure transparency and fairness in delivering health care.

The theoretical framework of the rights and obligations of patients as consumers of health services in an Islamic perspective emphasizes the importance of ethics, justice, and responsibility in ensuring a balanced relationship between service providers and recipients of health services.

## RESEARCH METHODS

The method of searching for scientific articles used as literature in this review through the website <https://scholar.google.com> using the keywords "patient rights and obligations"; "Islamic health services"; "patient rights in Islam"; "informed consent"; Health in Islamic perspective", either in the form of journals, or books that are by the title of the Artikel review that will be made. The keywords were used in singular and compound form, and the articles searched were published articles in Indonesian [30]–[34].

## RESULTS AND DISCUSSION

Health is very important to improve the growth and development of the nation's life and has an important role in shaping a healthy, prosperous, and just society. Health is also one of the components of general welfare that must be realized by the ideals of the Indonesian nation as stated in the 1945 Constitution through continuous national development based on Pancasila and the 1945 Constitution. Health also has a very meaningful position in the guidance and development of human resources and as one of the capital elements in the implementation of national development which is essentially a whole human development. By paying attention to the role of health, more feasible efforts are needed to improve the degree of health and foster the organization of health as a whole and in harmony. As a Muslim when carrying out rights and obligations to fellow Muslims must carry out these rights and obligations with trust, as for the words of Allah Subhanahu Wata'ala in the Koran. QS An-Nisa / 4: 58 reads [35]–[39]:

إِنَّ اللَّهَ يَأْمُرُكُمْ أَنْ تُؤَدُّوا الْأَمَانَاتِ إِلَىٰ أَهْلِهَا وَإِذَا حَكَمْتُمْ بَيْنَ النَّاسِ أَنْ تَحْكُمُوا بِالْعَدْلِ ۗ إِنَّ اللَّهَ نِعِمَّا يَعِظُكُمْ بِهِ ۗ إِنَّ اللَّهَ كَانَ سَمِيعًا بَصِيرًا

Meaning: "Indeed, Allah enjoins you to deliver the trust to those who are entitled to it, and when you set a law among men you should set it justly. Indeed, Allah is the best of those who instruct you. Indeed, Allah is all-hearing, all-seeing".

The application of Islamic teachings or Shariah in healthcare aims to provide services to Muslim patients by Islamic principles. Shariah standards ensure the use of halal products, an Islamic atmosphere, and services that meet Shariah objectives are prioritized. Medicines and food in hospitals must also be halal and tweek (good), and contracts and financial controls must be Sharia-compliant. The purpose of Shariah is to protect people from harm, humiliation, confusion, chaos, and injustice. It is undeniable that if Muslims consume halal goods and services and carry out activities that do not violate Sharia, then Muslims will become more peaceful, away from sin, and can live a life full of blessings. Privacy during treatment, interactions between patients and healthcare professionals of different genders, and the context of the treatment they receive [40]–[43].

The need for Muslim-run Islamic hospital services is increasing. This has encouraged Islamic community organizations to establish Islamic hospitals in Indonesia. With an Islamic label, Islamic hospitals are expected to be able to organize Islamic health services that involve all forms of medical and nursing activities within the framework of Islamic principles. Good behaviour can increase patient satisfaction, especially by incorporating values based on Islamic teachings. A good synergy between caregiver caring behaviour and Islamic morality can increase satisfaction with health services.

In today's growing medical world, the role of health services such as hospitals, health centres, and other agencies is very important in supporting public health. The hospital is expected to be able to understand its consumers or patients as a whole to become a hospital that is progressing, and developing and can also provide satisfaction to patients. Therefore, health services in hospitals are very important and must be maintained and improved by applicable service standards and by the law so that the community as consumers can feel satisfaction with the services provided by the hospital. In carrying out medical services, hospitals have the rights and obligations to provide medical services or health services by the Law. The Rights and Obligations of Hospitals are regulated in "Law No. 4 of 2009 concerning Hospitals Chapter VIII", in "Article 29 paragraph (1) letter b of Law No.4 of 2009 concerning Hospitals" regulates the obligations of hospitals in providing health services to patients, namely: Providing safe, quality health services, without discrimination and regardless of social status, culture and religion as well as effective health services and prioritizing the interests of patients by the capabilities of existing services in the hospital [44]–[47].

The public is increasingly aware of their rights as health consumers, often they critically question the disease, examination, treatment, and actions to be taken about their illness. In health services, it is closely related to patients because the main objective in health services is to fulfil patient rights, namely helping, helping, and treating patients. If the patient's rights are not fulfilled, the patient has the right to refuse the hospital service. Hospitals, health centres, pharmacies, health clinics, and other healthcare facilities are required to provide good health services by prioritizing matters related to patient safety as the main goal of health services [48].

The position of patient as a health consumer user has the right to self-protection from irresponsible health services, for example, such as neglect of patients in public hospitals that are rampant, patients also have the right to safety in the hospital, security and comfort of health services provided by hospitals, health centres and other institutions that provide health services, so with the rights possessed by patients as health consumers will be protected from

professional practices that may threaten the health and safety of patients. The rights of patients as other consumers are the right to be heard and to obtain compensation if the health services they get are not appropriate to cause harm. The public as consumers can submit their complaints to the hospital regarding hospital medical services so that the hospital can improve its service system, patients or consumers can also choose the doctor they want and have the right to get a second opinion, as well as the right to obtain a medical record (medical record) which contains a history of their illness as a medical patient at the hospital [49].

The rights of patients are described in "Law Number 23 of 1992 concerning Health Article 14 states that everyone has the right to obtain optimal health". Chapter 53, states that every patient has the right to obtain information, medical secrets, and the secrets of a second opinion. Chapter 55 states that every patient is entitled to compensation for errors and omissions caused by health workers in medical services [50]. The patient as a consumer in the hospital has the right to know about the information on the health condition of his body, after the patient gets information about the health of his body, then the process is carried out to determine what actions must be taken against his body in medicine is called a clear agreement (informed consent). Provisions regarding informed consent in Indonesia are regulated in "Government Regulation Number 18 of 1981 and Decree of the Executive Board of the Indonesian Doctors Association (IDI) Number 319/PB/A4/88. The IDI statement regarding informed consent is as follows [51], [52]:

- a. Physically and mentally healthy adult humans have the right to fully determine what is to be done to their bodies. Doctors have no right to take medical action against the will of the patient, even though what will be done is in the best interest and action of the patient.
- b. All medical procedures require oral or written informed consent.
- c. Every medical procedure that carries a substantial risk requires written consent signed by the patient after the patient has received sufficient information about the necessity of the medical procedure and its risks.
- d. For actions that do not fall under item (c), only verbal consent or silence is required.
- e. Information about medical treatment must be provided to the patient whether or not the patient requests it.
- f. The content of the information includes the advantages and disadvantages of the medical action planned to be taken. Information is usually given orally, but can also be in writing [53], [54].

In addition, patients also have obligations that must be obeyed and carried out as a patient who certainly needs health medical assistance at healthcare facilities and health workers who assist patients in obtaining their health. the obligations that must be carried out by patients are regulated in PMK Number 4 of 2018 concerning Hospital Obligations and Patient Obligations in Chapter III Articles 26 and 27 as follows:

1. Comply with the rules that apply in the Hospital
2. Use hospital facilities responsibly
3. Respect the rights of other Patients, visitors, and rights Health Workers, and other officers working in the hospital
4. Provide honest, complete, and accurate information by his/her ability and knowledge about his/her health problems
5. Provide information about his/her financial capability and health insurance
6. Comply with the therapy plan recommended by the Health Personnel in the Hospital and approved by the Patient concerned after obtaining an explanation by the provisions of laws and regulations

7. Accept all consequences of his/her personal decision to reject the therapy plan recommended by the Health Worker and/or not comply with the instructions given by the Health Worker to cure his/her disease or health problem; and provide compensation for services received [55].

Furthermore, Article 27 explains that:

1. Service fees as referred to in Article 26 letter h are payments for consultations, medical examinations, medical actions, and other services received, which are based on the Patient's good faith in the services received.
2. If the Patient has not been able to fulfil the payment obligations as referred to in paragraph (1), the Patient may be given a grace period by the agreement between the Patient or his family and the Hospital.
3. The agreement as referred to in paragraph (2) at least contains the grace period, the method of repayment for the shortage of payment, and is signed by both parties.
4. The patient may leave the hospital if the patient or family has signed the agreement as referred to in paragraph (3) [56].

Based on the points above, it can be concluded that the patient has the full right not only to obtain health services but also the full right to obtain information that is as clear as possible and has the right to determine what actions will be taken to cure his illness. In addition to rights, patients also have obligations as consumers, these obligations are intended so that patients as consumers get protection and legal certainty for themselves if they suffer losses.

In the health care system, patient obligations are an important aspect of achieving optimal service goals. It is the patient's responsibility to actively participate in the treatment process and follow treatment instructions from medical staff. By properly carrying out patient duties, patients can prevent the risk of infection and complications, accelerate healing, and improve the quality of health services. In using hospital services, patients have several obligations including [57].

1. Comply with applicable hospital regulations
2. Use hospital facilities responsibly
3. Respect the rights of other patients or visitors, and the rights of Hospital health workers and other personnel to provide honest, complete, and accurate information on their abilities and knowledge regarding their health problems.
4. Provide information about financial and health insurance options.
5. Follow the treatment plan recommended by the hospital medical staff and approved by the patient with informed consent by legal regulations.
6. Accept any consequences of a personal decision to refuse a treatment plan recommended by a medical professional or disobey a medical professional's instructions to cure an illness or health problem.
7. Pay for services received.

## CONCLUSION

The focus on patients' rights and obligations from an Islamic perspective is the cornerstone, where the balance between the rights to information, protection, and redress with patients' obligations is crucial. The importance of balancing patients' rights and obligations is recognized as the foundation for building respectful relationships in healthcare. Muslim health consumers' awareness of their rights and obligations is expected to empower them to play an active role in health-related decision-making. Along with this, the drive to improve public understanding of patients' rights by health laws is a manifestation of the commitment to create healthcare services that are by Islamic principles and improve the quality of life of Muslims.

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## Author Contribution

All authors contributed equally to the main contributor to this paper, all authors read and approved the final paper, and all authors declared no conflict of interest.

## Conflicts of Interest

All authors declare no conflict of interest.

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