

Table 2 Patients' awareness and perception of practice of rights

Fundamental services	Totally agree	Agree	Undecided	Disagree	Totally disagree
<i>Awareness of hospital scheduled working hours</i>	8 3%	106 40.3%	14 5.3%	110 41.8%	25 9.5%
<i>Hygienic hospital environment</i>	13 4.9%	121 46%	48 18.3%	42 16%	39 14.8%
<i>Safety of the hospital</i>	27 16.3%	186 70.7%	20 7.6%	23 8.7%	7 2.7%
<i>Access to services</i>					
Ease of reaching different hospital departments	9 3.4%	175 66.5%	17 6.5%	50 19%	12 4.6%
Orientation inside the hospital	21 8%	171 65%	23 8.7%	41 15.6%	7 2.7%
Awareness of health providers' names and titles	21 8%	152 57.8%	16 6.1%	64 24.3%	10 3.8%
Appropriate waiting places	14 5.3	161 61.2	43 16.3%	34 12.9%	11 4.2%
Ease of presenting complaints (n=157)	8 5.1%	67 42.7%	0.0 0.0%	50 31.8%	32 20.4%
<i>Clinical practice</i>					
Permission asked for physical examination	41 15.6%	188 71.5%	2 4.6%	19 7.2	3 1.1%
Explanation of physical examination	33 12.5%	149 56.7%	16 6.1%	60 22.8%	5 1.9%
Privacy during physical examination	26 9.9	133 50.6%	27 10.2%	73 27.8%	4 1.5%
Presence of a third person when examining a woman	23 15%	108 70.6%	12 7.8%	9 5.9%	1 0.7%
Information about illness and diagnosis	29 11%	137 52.1%	9 3.4%	78 29.7%	10 3.8%
Information about treatment plan	24 9.1%	140 52.9%	19 7.2%	71 27%	9 4.3%
Information about medication and adverse effects	17 6.5%	106 40.3%	32 12.2%	96 36.4%	12 4.6%
Involvement in decision making	13 4.9%	76 28.9%	75 28.5%	87 33.1%	12 4.6%
Confidentiality of admission file	18 6.8%	179 68.7%	36 14.7%	25 9.5%	5 1.9%
Surgical consent (n=83)	13 15.7%	45 54.2%	8 9.6%	17 20.5%	0.0 0.0%
Awareness of cause of referral (n=184)	13 7.1%	74 40.3%	10 5.4%	82 44.5%	5 2.7%
<i>Nursing services</i>					
appropriate treating and hospitality	61 23.2%	170 64.6%	15 5.7%	7 2.7%	10 3.8%
Explanation of nursing services	38 14.4%	137 52.1%	21 8%	58 22.1%	9 3.4%
Suitability of the wards	30 11.4%	136 51.7%	35 13.3%	45 17.1%	17 6.5%
Doctor calling	17 6.5%	126 47.9%	63 24%	46 17.5%	11 4.2%