

THE SEYCHELLES CHARTER FOR HEALTH

1. Convinced that health is a state of complete physical, mental, spiritual and social wellbeing and living harmoniously with nature, and not merely the absence of disease or infirmity;
2. Acknowledging that responsibility for health rests firstly with each individual;
3. Recognising that the pursuit of health is also a social responsibility, with individuals, families, communities and the nation engaging in efforts to adopt and promote healthy lifestyles, protecting the environment, joining together to stop the spread of infections, and supporting all efforts to improve health services;
4. Understanding that we have the right to health;
5. Understanding further that we have the right to health care;
6. Acknowledging that the exercise of these rights does not diminish our responsibilities and obligations, including responsibilities with regards to the utilisation of health care services;
7. Mindful also of the rights of other citizens and the rights of health workers;
8. Aware that health status is determined by many factors beyond the individual's direct influence and that societal approaches are necessary to influence the social determinants of health;
9. Aware that all sectors, and not only those directly related to health care services, contribute to better health;
10. Recognising that attitudes and behaviours at any age influence current and future health, and further recognising that factors operating in infancy and early childhood will have life-long impact on health;
11. Acknowledging that the public provision of health care requires the mobilisation of resources from and by all citizens;
12. Affirming the principles of Health for All, Health by All and Health in All;
13. Recognising that health workers are fellow citizens who serve the health of the nation with a sense of vocation, dedication and duty, and further recognising that health workers are worthy of our recognition, support, and utmost respect;

Therefore, we, citizens of Seychelles gathering at [insert place and date], in the pursuit of the health of our nation and in furtherance of the covenant that exists between the people and health workers, adopt this Charter for Health, and

1. Declare our determination and commitment to pursue better health;
2. Call upon the State to preserve the rights to health as enshrined in our Constitution and to ensure that conditions are created to allow all citizens to pursue these rights;
3. Call upon all sectors of our society to join together to promote and protect health;
4. Call upon those with commercial interests to recognise that health must always be placed before profit, and to ensure that their activities and products are not detrimental to health;
5. Call upon health professionals and all those engaged in health care services to raise and maintain health care services to the highest level of professionalism, quality and effectiveness;
6. Adopt the 7th of April of each year as Health Workers Day, during which day we shall honour those who dedicate themselves to the health of our nation.

The rights, expectations, responsibilities and obligations of individuals

1. The enjoyment and fulfilment of rights and expectations go hand in hand with the adoption and exercise of responsibilities and obligations;
2. An individual aspires to the attainment of the highest possible state of health and can expect society to support and facilitate such an aspiration. She/he has a responsibility and obligation to maintain her/his personal health and contribute to the promotion and protection of the health of others;
3. An individual has the right and obligation to actively participate in health promoting and preventive action, including benefiting from personal services such as vaccination, and public health practices such as environmental hygiene and control of disease vectors;
4. An individual has the right to information about health, health hazards and risks, health services, advances in health practice and technologies and can expect to receive appropriate guidance from health service providers with respect to their relevance and implications to her/his health. She/he has the responsibility and obligation to utilise such information and guidance to improve her/his health;
5. An individual has the right to participate in collective efforts to improve public health services and can expect to be informed and consulted on matters relating to health policies and development. She/he has the responsibility and obligation to contribute to and support such efforts;
6. An individual has the right to receive appropriate health care, according to her/his needs, and should expect to be seen promptly by a competent health professional at a health centre or emergency centre. She/he has the responsibility and obligation to minimise the personal and social cost of ill-health by seeking care promptly and taking active measures to prevent the spread of infections;
7. An individual has the right to be referred to an appropriate specialist and can expect to be seen within a reasonable time, defined and published by the health service provider. She/he has the responsibility and obligation to ensure that she/he attends her/his appointment on time and to inform the appropriate authority should she/he be unable to attend;
8. An individual has the right and obligation to participate actively in health care decisions, and can expect to receive all the necessary information and guidance, including the results of any investigations, and details of the benefits and potential risks of any proposed intervention. She/he can expect to receive information regarding any findings, including unexpected or adverse incidents and medical errors, arising from current or previous interventions;
9. An individual has the right to agree to or to decline any proposed intervention. She/he has the responsibility and obligation to provide the health professionals with all the necessary information, to fully understand and accept the consequences of declining proposed interventions and to adhere to the management/treatment plan agreed;
10. An individual has the right to information about her/his health status and conditions and can expect to be given access to her/his health records and can expect that all her/his records and information are kept confidential;
11. An individual has the right and obligation to provide feedback, including complaints, on all aspects of health services and can expect health care providers to facilitate the process of feedback/complaint and investigate/address and provide response/redress within a reasonable time, defined and published by the health service provider. An individual has the responsibility to provide accurate information to assist in any investigation and to participate in surveys seeking consumer/user experience and satisfaction;
12. An individual has the right to refer a health professional, from whom she/he has received care, to an appropriate professional council if she/he believes that the care received did not meet the necessary professional standard or there has been professional negligence or misconduct with regards to care given. She/he has the obligation to participate in the

process in accordance with the law or procedure established for the investigation of such referrals;

13. An individual has the right to receive the utmost respect from health professionals, including respect for her/his cultural and spiritual values, and can expect to be treated with courtesy and compassion. She/he has the obligation to show to health professionals the same level of respect and courtesy that she/he expects.

The rights, expectations, responsibilities and obligations of health professionals

1. A health professional has the same rights, expectations, responsibilities and obligations as an individual when seeking care as a patient;
2. A health professional has the right to enjoy the recognition, status and protection conferred by her/his professional council and the obligation to adhere fully to the code of ethics, conduct and practice defined by her/his professional council;
3. A health professional has the responsibility and obligation to maintain her/his personal health and to ensure that the safety and well-being of patients are never compromised as a result of any illness, infection, disability or loss of function that she/he might have;
4. A health professional has the responsibility and obligation to maintain the highest level of knowledge, skills and competence in order to provide quality and effective care to patients and the community;
5. A health professional has the responsibility and obligation to provide patients with information regarding the individual's health, actively promote the patient's participation in all treatment and interventions and ensure informed consent for such interventions;
6. A health professional has the responsibility and obligation to record all findings, including unexpected or adverse incidents and medical errors, arising from any interventions, and to inform the patient of any such findings;
14. A health professional has the right to defend herself/himself against any referrals to a profession council alleging professional misconduct or negligence or failure to meet the expected professional standards in the provision of care. She/he has the obligation to participate in the process of investigation in accordance with the law or procedure established under the appropriate professional council;
15. A health professional has the obligation to promote and assist, to the best of her or his abilities, the highest quality of care provided by colleagues, and has the obligation to refer any colleague whose behaviour or practice might constitute professional misconduct or negligence to the appropriate authority or professional council;
7. A health professional has the right to receive the utmost respect from patients, colleagues, supervisors and employers and has the obligation to show to others the same level of respect and courtesy that she/he expects;
8. A health professional has the responsibility and obligation to uphold the rights of individuals seeking care and to protect and advocate the interests of patients;
9. A health professional has the responsibility and obligation to ensure the confidentiality of patient information and to keep patient information within the boundary of care;
10. A health professional has the right and obligation to participate in efforts to monitor, evaluate and improve the services in which she/he is involved.

Health for All

1. A principle that places the well-being of the individual and the family at the centre of all our efforts in the pursuit of social and economic development
2. A recognition that health is a fundamental right of every citizen and the pursuit of better health for every Seychellois is a personal and collective commitment
3. An expression of our desire and determination that every person must have access to health care and that the exclusion of anyone from the basic needs for a better health is unacceptable
4. A collective national effort to promote the development of comprehensive, appropriate and effective health care services and the mobilization of all sectors and partners in the promotion and protection of health.

Health by All

1. A philosophy that recognizes that the primary responsibility for health rests with each and every single individual and that the individual's beliefs, attitudes and actions determine his or her health
2. An acknowledgement that the promotion of better health for our nation involves a shared commitment between the government and its national and international partners
3. An invitation to all sectors and organizations whether governmental, non-governmental or private to join together in mobilizing the resources and optimizing efforts towards common goals
4. A desire and a determination that health workers in cooperation with professionals in other sectors and, most importantly, in partnership with the community, seek to ensure that the health care services are efficient and effective and of highest standard
5. An expectation that members of the community will respect and support their health workers and health services and will utilize their health services appropriately

Health in All

1. A conviction that the health of our nation is inextricably linked with the wealth of our nation, and that the creation and enjoyment of health and wealth are inseparable in the pursuit of personal, community and national development
2. An affirmation of the contribution of health in all areas of development and the involvement of health leaders in informing and influencing governmental, private sector and community action
3. An awareness that determinants of health are to be found in the economic, social, cultural or physical environments
4. An imperative for all sectors to ensure that the promotion and protection of health are fundamental considerations in all their policy and strategic decisions
5. A declaration on the part of all health workers of their commitment to actively support the efforts of other development partners in improving the well-being of all Seychellois.