

## ***Introduction***

A close examination of Quran and Sunna, the primary resources for Muslims, reflects the importance of human rights in Islam. Based on the Islamic faith, human rights are granted by God. In general, basic human rights in Islam are the following: individual's right to life, freedom, justice, equity, privacy and confidentiality (**AL-Sheha, 2004**). In the Holy Quran, God said "Allah commands justice, the doing of good, and liberality to a kin, and he forbids all shameful deeds and justice and rebellion: he instructs you, that you may receive admonition" **Quran "Al- Nahl" (90)**. In hadith, the prophet said "be ware of injustice. Injustices are a part of darkness on the day of judgment"(**Muslim: 6577**).

Egypt is one of the countries advocating human rights and enhancing the fundamental freedoms of the human person (**Egypt state information service, 2005**). Consequently, many organizations related to health in Egypt such as medical and nursing faculties and hospitals are working on the adoption of the quality assurance and accreditation system, this has great effect in emphasizing the implementation of patient's rights, because patient's right is one of eight categories that the final accreditation is based on(**Tanta Center, 2005**).

The concept of patient's rights is clearly related to concern and respect for individual member of the society. The best known declaration of patient's Bill of rights is that published by the American Hospital Association (1998) to raise awareness of both clients and health care

providers (**Thompson et al., 2000**). Patients' rights protection is important in improving the nursing care quality and fastens the patient's health progress (**Schroeter, 2000**).

Satisfaction, like many other psychological concepts is easy to understand but hard to define. Definition of satisfaction would be the degree to which desired goals have been achieved. Patient /Client satisfaction is an attitude – a person's general orientation towards a total experience of health care. Satisfaction comprises both cognitive and emotional facets and relates to previous experiences, expectations and social networks (**Lutz & Bowers, 2000**).

Until recently, the quality of health care services was almost exclusively measured by health professionals and determined by clinical outcomes. Today, with increasingly active and prominent health consumer groups, patient perceptions are influencing the type and quality of health care. Moreover, interest in this area has increased due to the identification of links between levels of patient awareness and patient satisfaction (**Carlos & Martins, 2009**).

Satisfaction is achieved when the patient/client's perception of the quality of care and services that they receive in healthcare setting has been positive and meets their expectations. Hence development of modern healthcare is the involvement of patient / clients in the management of their care and treatment (**Keegan et al, 2003**).

### ***Significance of the study***

Although efforts are made for improving and protecting human rights in different health services, until recent decades human treatment and legal protection for the rights have not been a priority, the rights of the clients have in theory and those in actual practice are often quite different, this gap may be the result of knowledge deficit on the part of treatment providers, mainly nurses. However, nurses need to become more aware of this continuous issue and must become active in the protection of patient's rights so determine nurse's and patient's perception toward patient's rights and patient's satisfaction of nurses` compliance at Benha University Hospital.

In Egypt few studies had been done about patients rights as: responsibilities of physicians toward their patients: Laws and legislations (*Abdullatif, 2001*). The Saudi patients`, physicians`, and nurses` perceptions of and lived experience with patients` rights in Saudi Arabia (*Albishi , 2004*). Patients` and physicians` perception of patients` rights in two general hospitals in Alexandria (*Mohamed, 2006*) and international developments in patients` rights in Cairo University (*Fouad, 2002*).

It is hoped that this study will help nurses to investigate and direct them to implement patient`s rights with priority and integrate them in all aspects of their care. This will help patients to get the best health services, which in turn will contribute to their satisfaction.