

**PATIENT RIGHTS AND RESPONSIBILITIES**  
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As a patient you have certain rights and responsibilities. We feel that if you understand them, you can contribute to the effectiveness of your treatment and to the quality of patient care. The following is a list of Patient Rights and Responsibilities which reflect our concern and commitment to you as a patient and a human being.

The Patient/Parent/Guardian is entitled to:

- ! Impartial access to medically indicated treatment regardless of race, creed, sex, national origin, or sources of payment for care.
- ! Receive care, treatment, and/or services that respects your cultural, psychosocial, and spiritual values, beliefs, and preferences and respects and preserves your personal dignity
- ! Have and/or request an amendment to an advance directive (such as a living will or durable power of attorney for health care), concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor that directive to the extent permitted by law.
- ! Receive an accounting of disclosures regarding your own health information
- ! Participate in decisions regarding your care, treatment, and services, including ethical issues of conflict resolution, withholding resuscitation, forgoing or withdrawal of life-sustaining treatment and participation in investigational studies or clinical trials. You may ask your nurse or physician to Consult the Ethics Committee for resolution of conflicts in decision making regarding your care. You may request to see a copy of the hospital's Ethical Issue Resolution Policy and the Code of Ethical Behavior Policy if desired.
- ! Appoint a surrogate decision maker if you are unable to make your own decisions
- ! Have your family, as appropriate and allowed by law, to be involved in your care, treatment, and service decisions
- ! Consent or refuse to participate in any treatment that is considered experimental in nature, and to have those studies fully explained prior to consent.
- ! Know by name the physician or other practitioner responsible for the coordination of your care and the identities of others involved in providing your care, treatment, or services.
- ! Obtain information as to any professional relationships among individuals treating you as well as the relationship between the hospital and other healthcare and educational institutions which may influence your care .
- ! Obtain information from physicians and other direct caregivers in understandable terms concerning diagnosis, treatment, prognosis, and plans for discharge and follow-up care.
- ! Make decisions about your care and refuse care, treatment, or services to the extent permitted by law and be informed of the medical consequences of such action.
- ! Receive care in a safe and secure environment that preserves dignity and contributes to a positive self-image
- ! Consideration of privacy in case discussion, consultation, examination and treatment. You may request transfer to another room if another patient or visitors in that room are unreasonably disturbing to you.
- ! Be free from mental, physical, sexual, and/or verbal abuse, neglect, or exploitation
- ! Access protective services, if necessary.
- ! Effective management of pain as appropriate to the medical diagnosis or surgical procedure.
- ! Be informed of the outcomes of care, treatment, and services, including unanticipated outcomes

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- ! Be cared for by staff who have been educated about patient rights and their role in supporting these rights.
- ! Expect that all communications and records pertaining to your care be treated as confidential by the hospital, except in cases such as suspected abuse or public health hazards which are required by law to be reported.
- ! Review your medical records and have information explained or interpreted as necessary, except as restricted by law.
- ! Expect the hospital to respond to your requests for service, within its capacity, and to provide evaluation, service, or referral by the urgency of your care needs.
- ! Information about hospital policies that relate to your care. You have the right to express a concern or complaint regarding your care to the attending physician, nurse assigned to you, or the nursing supervisor. You have the right to a timely response to your concern or complaint and a resolution when possible. Expression of a concern or complaint will not compromise your care or future access to care.
- ! Examine and receive an explanation of your hospital bill, regardless of the source of payment.

**The Patient/Parent/Guardian Also Has the Following Rights as Required by the the Center for Medicare and Medicaid (CMS):**

- ! Right to file a grievance. You may ask to speak to the nursing supervisor if you have a concern, or you may call extension 1234 to speak to a patient advocate representative.
- ! Right to participate in the development and implementation of your plan of care.
- ! Right to formulate an advance directive and have hospital staff and practitioners who provide care comply with the directive
- ! Right to have a family member or representative of your choice or own physician notified promptly of your admission to the hospital
- ! Right to receive care in a safe setting
- ! Right to be free from all forms of abuse or harassment
- ! Right to confidentiality of your clinical records
- ! Right to access information contained in your clinical records within a reasonable time frame.
- ! Right to be free from seclusion or restraints of any form that are not medically necessary

**The Patient/Parent/Guardian has the following responsibilities:**

- ! Provide accurate and complete medical information to physicians and other caregivers **(Including perceived risks in your care)**.
- ! Provide the hospital with a copy of your written advance directive if you have one.
- ! Ask questions about specific problems and request information when you do not understand your illness or treatment.
- ! Follow the instructions and treatment plan recommended by physicians and other caregivers, or if treatment is refused, you are responsible for your actions and the medical consequences.
- ! Follow all hospital rules and regulations affecting patient care and conduct.

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- ! Consider the rights and show respect for all hospital personnel and other patients and ensure that your visitors are considerate in the control of noise, limiting numbers of visitors, and abstaining from smoking.
- ! Respect hospital property and the property of other patients.
- ! Provide necessary information to ensure processing of hospital bills and make payment arrangements when necessary.