

# Patient Rights & Responsibilities

## *Your rights and responsibilities as a patient*

We consider you a partner in your medical care. When you're well-informed, participate in treatment decisions, and communicate openly with your doctor and other healthcare professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

### *While you're a patient here, you have the right to:*

1. impartial access to medical treatment or accommodations, regardless of race, national origin, disability, age, gender, or sexual preference. Additionally, you will not be denied necessary emergency medical care based upon your ability to pay for services.
2. receive care in a safe setting, which is free from all forms of abuse or harassment.
3. care that is dignified and respectful of your personal values, beliefs, spiritual, psycho-social, and cultural needs.
4. know what patient support services are available in the facility, including accessibility of religious and other spiritual services.
5. prompt and reasonable response to any questions, requests, or information regarding your diagnosis, treatment options, and likely outcome.
6. access to complementary or alternative healthcare treatments that are determined to be in your best interest, if available.
7. make decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy, and to be informed of the medical consequences of this action.
8. know the identity of the physicians, nurses, and others involved in your care, as well as when those involved are students, residents, or other trainees.
9. expect that we will provide necessary healthcare services to the best of our ability. If you're a hospital patient, treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you'll be informed of the risks, benefits, and alternatives. You won't be transferred until another institution agrees to accept you. You won't be transferred without your permission.
10. expect that your pain will be addressed in the following way:
  - to report your pain and expect it to be acted upon;
  - that every reasonable attempt will be made to manage your pain, no matter the cause or severity;
  - respectful care, regardless of the intervention necessary to control your pain.
11. be informed of hospital policies and practices that relate to your care, treatment, and responsibilities, including information regarding available resources for resolving disputes, grievances and conflicts, such as the Ethics Committee, Patient Relations, or other mechanisms available in the institution.
12. disclosure of unanticipated outcomes of care, treatment, and services.
13. consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
14. expect that the sanctity of the human body will be respected after death.
15. have an Advance Directive concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
16. be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, or convenience.
17. have a family member, friend, or other individual be present with you for emotional support during the course of your stay, unless the individual's presence infringes upon others' rights, safety, or is medically or therapeutically contraindicated. The hospital may not discriminate against this individual based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, gender identity or expression.
18. have information provided in a manner that meets your needs with respect to age, language, ability to understand, vision impairment, speech impairment, hearing impairment, or other cognitive impairments, or if English is not your primary language.
19. know that we will protect your privacy, personal dignity, and that case discussion, consultation, examination, and treatment are confidential.
20. expect that all communications and records pertaining to your care be treated as confidential by the hospital, and to receive a copy of Health First's Notice of Privacy Practices, if requested.
21. ask about the existence of business relationships among the hospital, educational institutions, other healthcare providers, or payers that may influence your treatment and care. If you are a Medicare recipient, you have a right to know, upon request and in advance of treatment, whether the healthcare provider or healthcare facility accepts the Medicare assignment rate.
22. receive, upon request prior to treatment, a reasonable estimate of charges for medical care.
23. receive a copy of an itemized bill upon request, and to be given an explanation of charges.
24. retain and use personal clothing or possessions, unless it is deemed to be contraindicated.
25. have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

### *While you're a patient here it's your responsibility to:*

1. provide accurate information regarding your health, including past illnesses, hospitalizations, prescription medications, over-the-counter medications, dietary supplements such as vitamins and herbal medications, allergies or negative reactions you've experienced with medication in the past, and any other matters related to your healthcare status.
2. participate effectively in the decision making process, accept responsibility for requesting additional information or clarification about your health status, treatment, medications, or plan of care when you do not fully understand.
3. effectively communicate to your treatment team any pain management concerns so that they can be addressed in a timely manner.
4. inform your physician(s) and other caregiver(s) if you anticipate any problems in following the prescribed treatment.
5. understand that you're responsible for your outcome if you choose not to follow your physician's recommendations. Please recognize that there are consequences for your personal decisions and lifestyle on your health.
6. identify someone who can take charge of your care if you at any time become unable to speak for yourself. This can be a family member or friend, who in that case will become your healthcare surrogate.
7. ensure that the hospital is provided with a copy of your Advance Directives if you have any, upon every admit, by yourself or your healthcare surrogate.
8. be aware of the hospital's obligation to be reasonably efficient and equitable in providing care to other patients and the community. The hospital's rules and regulations are designed to help the hospital meet this obligation. Patients and their families are responsible for making reasonable accommodations to meet the needs of the hospital, other patients, medical staff, and hospital associates.
9. meet your financial commitment by providing the necessary information for insurance claims, and to work with the hospital to make arrangements for payment when necessary.