

# Patient Bill of Rights

## Patient, Parent, and Guardian Bills of Rights

1. Has the right to care that is considerate and respectful of his/her personal values and beliefs. Patient preferences are taken into consideration whenever possible. The patient's right to individualized treatment or services is respected and supported regardless of financial support.
2. Has the right to make decisions regarding all aspects of his/her medical care, including the decision to accept, refuse or limit treatment, to the extent permitted by law, and to be informed of the medical consequences of his/her action.
3. Has the right to the information necessary to make decisions and to obtain from his/her physician complete, current information concerning his/her diagnosis, treatment, and prognosis in terms that he/she can understand. He/she has the right to know by name the physician and clinical staff responsible for coordinating his/her care.
4. Has the right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information for informed consent should include, but not be limited to, the specific procedure and/or treatment, the medically significant risks and benefits involved, the probable duration of incapacitation and the likelihood of success.
5. Has the right to have the patient's legal guardian approve the care provided when the patient is a neonate, child or adolescent.
6. Has the right to have family members involved and/or excluded in care decisions.
7. Has the right to receive information on alternatives for care or treatment to assist him/her in making decisions about his/her care.
8. Has the right to formulate healthcare directives and appoint a surrogate to make healthcare decisions on his/her behalf to the extent permitted by law.
9. Has the right to have pain assessed and managed when admitted and throughout his/her hospitalization. The patient's right to pain management is respected and supported.
10. Has the right to participate and to assist in resolving ethical issues or dilemmas that arise in his/her care (i.e., issues of conflict resolution, withholding resuscitative services, foregoing or withdrawing of life-sustaining treatment and participation in investigational studies or clinical trials).
11. Has the right to every consideration of privacy concerning his/her own treatment care program. Case discussion, consultation, examination, and treatments are confidential and should be conducted discreetly. Those not directly involved in the patient's care must have the permission of the patient to be present when care and/or procedures occur. In areas where more than one patient is being cared for within the same physical space, patient confidentiality with respect to visual and auditory privacy will be respected without compromising patient care. Photography is only to occur with the patient's consent.
12. Has the right to confidentiality with respect to communications and records regarding his/her healthcare.

13. Has the right to expect reasonable access to care and that hospital personnel will respond as promptly and as reasonably as possible to his/her request for services. The hospital shall provide medical evaluation, medical services, and referral or transfer to another facility when medically appropriate and only when the patient has received complete information and explanation concerning the needs for transfer. The institution to which the patient is to be transferred must first have accepted the patient for the pending transfer.
14. Has the right to the hospital's reasonable response to his/her requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulation.
15. Has the right to care that includes consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness.
16. Has the right to written information, at the time of admission, about the hospital's patient rights policy and the mechanism for the initiation, review and, when possible, resolution of patient conflict concerning his/her care.
17. Has the right to obtain information as to any relationship of the hospital to other healthcare providers, education institutions and payors as far as his/her care is concerned.
18. Has the right to expect a safe and secure hospital environment.
19. Has the right to make an informed decision to accept or refuse to participate in any proposed investigative study, research project, clinical trial or educational activity related to his/her care or treatment and to review that decision periodically. Each patient asked to participate in a research project will be given a description of the expected benefits, drawbacks, potential discomforts and risks, potential problems related to recuperation, the likelihood of success, the possible results of non-treatment, a description of alternative services that might also prove advantageous to him/her, as well as a full description of the procedures to be followed, especially those that are experimental in nature.
20. Has the right to refuse to participate in a research project, and his/her refusal to participate will not compromise his/her access to service.
21. Has the right to access the information contained in his/her medical record as permitted by law.
22. Has the right to expect reasonable continuity of care and expect that the hospital will provide a mechanism whereby the patient is informed by the physician or an agent of the physician of discharge plans or any continuing healthcare requirements following the patient's discharge.
23. Has the right to examine and receive an explanation of his/her bill regardless of the source of payment.
24. Has the right to know the hospital rules and regulations that apply to patient's conduct.
25. Has the right to a full explanation of any restrictions placed by the hospital on a patient's visitors, mail, telephone calls or other forms of communication. The hospital will evaluate such restrictions for the patient's therapeutic effectiveness. Any restrictions placed on communication are determined with the patient and family participation.
26. Has the right to access protective services. Local community protective service agencies may assist the patient in determining whether protective services are needed and how to correct hazardous living conditions or situations in which the patient is unable to care for himself/herself.

## **Patient/Surrogate Responsibilities**

1. Has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about his/her/patient's healthcare status including present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her/patient's health.
2. Has the responsibility to report perceived risks in their care and unexpected changes in the patient's condition to the patient's physician.
3. Has the responsibility to help the hospital improve its understanding of the patient's environment by providing feedback about service needs and expectations.
4. Is responsible for asking questions when he/she does not understand what he/she has been told about his/her care or what he/she is expected to do.
5. Is responsible for following the care, service or treatment plan developed. The patient/family should express any concerns they have about their ability to follow and comply with the proposed care plan and course of treatment. Every effort is made to adapt the plan to the patient's specific needs and limitations. When such adaptations to the treatment plan are not recommended, the patient/family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course.
6. Is responsible for the outcomes if they do not follow the care, service or treatment plan.
7. Is responsible for following hospital rules and regulations affecting patient care and conduct.
8. Is responsible for being considerate of the hospital's personnel and property.
9. Is responsible for promptly meeting any financial obligation agreed to with the hospital.