

Patient Rights and Responsibilities

PATIENT RIGHTS:

The patient has the right to:

- Exercise these rights without regard to sex, cultural or religious values, economics, education, or the source of payment for his/her care.
- Request the hospital's reasonable response to his/her requests and needs for treatment or services, within the hospital's capacity, its stated mission, and applicable law and regulation.
- Have his/her cultural, psychological, spiritual, and personal values, beliefs, and preferences respected in the provision of care.
- Have knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and non-physicians who will see him/her.
- Receive information from his/her physician about his/her illness, course of treatment and prospects for recovery in terms and language that he/she can understand, including reasonable accommodations for vision or hearing.
- Receive information from his/her facility about his/her illness, course of treatment and prospects for recovery in terms and language that he/she can understand, including reasonable accommodations for vision or hearing at no charge to the patient.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate course of treatment or non-treatment and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care and outcomes of care expected or unexpected to include complications and medical error or sentinel events. To the extent permitted by law, this includes the right to refuse treatment and to have a designated representative involved.
- Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and shall be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to the patient's care and stay in the facility. His/her written permission shall be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- Reasonable responses to any reasonable requests he/she may make for service and to reasonable access of care.
- Leave the facility even against the advice of his/her physician.
- Access his/her medical records and to request copies at reasonable expense.
- Formulate an advanced directive and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law.
- Express complaints of his/her care, have such complaints resolved timely and when possible, and file a complaint with the state authority.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the physician providing the care.
- Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.

- Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the facility.

PATIENT RIGHTS CON'T:

The patient has the right to:

- Examine and receive an explanation of his/her bill regardless of source of payment and to have disclosed any ownership interest by a physician in the facility.
- Know which hospital rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Have an environment that preserves dignity, privacy, security and contributes to a positive self image.
- Be free from mental, physical, sexual and verbal abuse, neglect, and exploitation.
- Pain management.
- Access protective and advocacy services.
- Expect, when medically appropriate and legally permissible, or when the patient has requested, to be transferred to another facility. The institution to which you are to be transferred must first have accepted the transfer. The patient will have the benefit of complete information and explanation concerning the needs for, risks, benefits and alternatives to such a transfer.

PATIENT RESPONSIBILITIES:

The care a patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities shall be presented to the patient in the spirit of mutual trust and respect.

- The patient's responsibilities include:
- Providing accurate and complete information concerning his/her present complaints, past medical history, and other matters relating to his/her health.
- Making it known whether he/she clearly comprehends the course of his/her medical treatment, what is expected of him/her and to ask questions regarding that care.
- Following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- Keeping appointments and for notifying the facility or physician when he/she is unable to do so.
- His/her actions and the consequences should he/she refuse treatment or not follow his/her physician's orders.
- Assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
- Following hospital policies and procedures.
- Being considerate of the rights of other patients and hospital personnel.
- Being respectful of his/her personal property and that of other persons in the facility.

The Medical Staff of The Physicians Centre Hospital, including the surgeons and anesthesiologists, are independent practitioners and are not employees or agents of the hospital. I have been given the opportunity to read this statement of my rights and responsibilities, to ask questions and have been provided a copy. I understand my rights and responsibilities.

Print Name
Patient/Authorized Representative

Signature
Patient/Authorized Representative

Date