



Patient Rights & Responsibilities

1. Policy

1.1 The rights of the patient are observed.

1.2 All personnel will maintain current knowledge of the patient rights.

1.3 The Patient's Rights statement will be posted in prominent locations, and each patient will be given a copy.

1.4 Questions regarding about patient rights will be referred to Guest Relations or the administrative level person on duty or on call.

1.4.1 For questions regarding about patient complaints or grievances, refer to the Patient Complaints Policy.

2. Patients Rights

The Patient has the right to:

2.1 Exercise these rights regardless of sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or the source of payment for care.

2.2 Considerate and respectful care.

2.3 Obtain knowledge of the name of the physician who has primary responsibility for coordinating the care and the names and professional relationships of other physicians and non-physicians who will see the patient.

2.4 Receive information about the illness, the course of treatment, and prospects for recovery in terms that the patient can understand.

2.5 Receive as much information about any proposed treatment or procedure as the patient 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 courses 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.

2.6 Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.

- 2.7** Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- 2.8** Confidential treatment of all communications and records pertaining to the care and the stay in the hospital. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care.
- 2.9** Reasonable responses to any reasonable requests made for service.
- 2.10** Leave the hospital even against the advice of physician(s). (AMA)
- 2.11** Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of persons providing the care.
- 2.12** Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting care or treatment. The patient has the right to refuse to participate in such research projects.
- 2.13** Be informed of continuing health care requirements following discharge from the hospital.
- 2.14** Examine and receive an explanation of the bill regardless of source of payment.
- 2.15** Know the hospital rules and policies that apply to the patient's conduct while a patient.
- 2.16** Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- 2.17** Designate visitors of his/her choosing, if the patient has decision making capacity, whether or not the visitor is related by blood or marriage, unless:
- 2.17.1** No visitors are allowed
- 2.17.2** The facility responsibly determines that the presence of a particular visitor would endanger the health of safety of a patient, a member of the health facility health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- 2.17.3** The patient has indicated to any of the health facility staff members that the patient no longer wants this person to visit.
- 2.18** Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any person living in the household.

2.19 This section may not be construed to prohibit a health facility from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

2.19.1 A procedure shall be established whereby the patient complaints are forwarded to the hospital's patients relations for appropriate response.

2.19.2 All hospital personal shall observe the patients' rights

3. Parkview Community Hospital recognizes that Children/Adolescents have special needs. Children/Adolescents with their Parents/Guardians shall have the following additional rights:

3.1 Respect for each child and adolescent being a unique individual;

3.2 Respect for the caretaking role of the Parents/Guardians including the need to be a reassuring presence;

3.3 Provide normal physical and physiological needs of a growing child including nutrition, rest, activity, and freedom to move and explore;

3.4 Supportive and nurturing care, fostering open communication, and human relationships;

3.5 Information about what to expect prior to, during, and following procedures/ experiences and support in coping with it;

3.6 Involvement of Parents/Guardians in the assessment, treatment, and continuing care of the patient.

4. Patient Responsibility

It is the patient's responsibility to:

4.1 Demonstrate reasonable and responsible behavior on the part of patients, relatives and friends;

4.2 Provide information regarding past illnesses, hospitalizations, medications, and other matters related to your health status;

4.3 Request information or clarification if they do not fully understand the information or instructions that have been provided;

4.4 Ensure that the Health Care Institution has a copy of their Advance Directive;

4.5 Inform his/her physician or caregiver of anticipated problems regarding treatment plan and pain management plan;

4.6 Be available for decision making. If the patient is a child/adolescent, the parent/guardian has this responsibility;

4.7 Make reasonable accommodations to the needs of the hospital, other patients, Medical Staff and hospital employees;

4.8 Provide any information for insurance processing to make payment arrangements run efficiently and smoothly;

4.9 Be accountable for their actions if they refuse treatment or do not follow the Physician instructions after being fully advised of potential risks;

4.10 Disclose who they will accept as visitors;

4.11 Abide by the hours of Visitation and the number of visitors allowed per hospital policy.