

PATIENT'S RIGHT'S

ACCESS

As the Patient, you have the right to:

- ◆ exercise your rights without regard to sex, cultural, economic, educational or religious background, or the source of payment for care. All rights apply to persons who may have the responsibility to make decisions regarding medical care on behalf of the patient.
- ◆ have access to spiritual and pastoral visits.
- ◆ have access to people outside the hospital through visitors, interpreters, verbal and written communications.
- ◆ have a family member or representative of your choice and have your physician notified promptly of an inpatient admission to the hospital.
- ◆ be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care.
- ◆ Be informed that a doctor of medicine (M.D.) or doctor of osteopathy (D.O.) is not in the hospital 24 hours a day, seven days a week (24/7) and that if an emergency medical condition (EMC) develops, a Qualified Medical Provider from the Emergency Department will respond to the EMC, and will consult with an M.D. or D.O.
- ◆ designate visitors of your choosing, if you have decision making capacity, whether or not the visitor is related by blood or marriage, unless:
a no visitors are allowed; **b** the facility reasonably determines that the presence of a particular visitor would endanger the health/safety of a patient, hospital staff, other visitor to the hospital, or would significantly disrupt the operations of the hospital; **c** you, the patient has indicated you no longer want this person to visit; **d** if you, the patient lack decision making capacity, the patient's wishes are considered in determining who may visit. At a minimum, this would include any persons living in the household.

As the Patient, you have the right to:

- ◆ voice complaints regarding the quality of services through the established process.
- ◆ have access to protective services.
- ◆ be free from restraints and seclusion.
- ◆ be free of harassment and abuse.
- ◆ be informed of the Grievance Policy.

RESPECT and DIGNITY

As the Patient, you have the right to:

- ◆ considerate and respectful care at all times with recognition of your personal dignity.
- ◆ reasonable responses to any reasonable requests made for service.
- ◆ consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness.

As the Patient, you have the responsibility to:

- ◆ comply with the hospital rules and policies, which apply to patient conduct.
- ◆ be respectful and considerate of the rights of other patients and hospital personnel. This includes controlling noise, limiting the number of visitors, refraining from smoking and refraining from all illegal activities.
- ◆ be respectful of the property of other persons and of the hospital.

PRIVACY and CONFIDENTIALITY

As the Patient, you have the right to:

- ◆ full consideration of privacy concerning the patient's medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
- ◆ to be advised why any individual is present during a consultation, examination or treatment.
- ◆ confidential treatment of all communications and records pertaining to care and stay in the hospital. The patient's written permission shall be obtained before medical records can be made available to anyone not directly concerned with your care.

PRIVACY and CONFIDENTIALITY (continued)

- ◆ receive a written notice of information practices from health plans and providers to include process for requesting medical records, processing timeframe and any associated costs.
- ◆ obtain access to protected health information about yourself-including the right to inspect and obtain a copy of the information.
- ◆ request an amendment or correction of protected health information that is inaccurate or incomplete
- ◆ receive an accounting of instances where protected health information about you has been disclosed by a covered entity for purposes other than treatment, payment or health care operations.

MEDICAL INFORMATION and CONSENT

As the Patient, you have the right to:

- ◆ know the name of you his/her primary physician and the name and professional relationships of other physicians and people involved in the patient's care.
- ◆ information about the illness, course of treatment and prospects for recovery in terms that the patient can understand.
- ◆ information about treatments or procedures as needed in order to give informed consent or refusal. Except in emergencies, this information shall include a description of the procedures or treatments, the medically significant risks, alternate courses of treatment or non-treatment and the risks involved in each. The patient shall know the name and professional status of the person who will perform the treatments or procedures.
- ◆ designate a surrogate decision maker.
- ◆ rescind Do Not Resuscitate measures during a surgical procedure.

PROVISIONS OF INFORMATION

As the Patient, you have the right to:

- ◆ knowledge of the hospital rules and policies which apply to patient conduct.

As the Patient, you have the responsibility to:

- ◆ provide, to the best of his/her knowledge, accurate and complete information about the present complaint, past illnesses, hospitalizations, medications and other health matters.
- ◆ report unexpected changes in your condition to the responsible caregiver.
- ◆ make it known whether you clearly understand a course of action or instructions regarding your medical care and/or treatment.

MEDICAL TREATMENT DECISIONS

As the Patient, you have the right to:

- ◆ active participation in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment, make a living will, sign a durable power of attorney or to leave the hospital against the advice of the physicians.
- ◆ consult with specialists at your own request and expense.
- ◆ be advised of your rights in the event of terminal illness. These rights address privacy, confidentiality, treatment for the primary and secondary symptoms of illness, pain management and psychosocial and spiritual concerns.

CONTINUITY OF CARE

As the Patient, you have the right to:

- ◆ reasonable continuity of care and advanced knowledge of the time and location of appointments, including the name of the physician providing the care.
- ◆ be informed by the physician, or a delegate of the physician, of your continuing requirements as the patient following discharge from the hospital.
- ◆ to receive a complete explanation of the need for transfer to another medical facility and or the alternatives to such a transfer.

COMPLIANCE WITH INSTRUCTIONS

As the Patient, you have the responsibility to:

- ◆ follow the treatment plan agreed upon your primary healthcare professional. **This includes:** following instructions of other healthcare providers, as they carry out the orders of the primary healthcare professional and enforce hospital rules and regulations.
- ◆ keep appointments with the responsible practitioner and whenever unable to do so, to notify him or her.
- ◆ patients who are non-compliant, who behave in a disruptive manner so as to threaten their own or another's safety, who pose a threat to their environment, or who are verbally and/or physically abusive will be informed of the existing mechanisms available (facility Policy & Procedure).

REFUSAL OF TREATMENT

As the Patient, you have the right to:

- ◆ leave the hospital, even against the advice of physicians.

As the Patient, you are responsible for:

- ◆ your actions if you refuse treatment or do not follow caregiver's instructions. When refusal of treatment prevents the appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

PERSONAL SAFETY:

As the Patient, you have the right to:

- ◆ expect reasonable safety according to hospital practices and environment and to be placed in protective privacy when the hospital determines it necessary for personal safety.

HIPAA REGULATIONS/PATIENT RIGHTS

As the Patient, you have the right to:

- ◆ receive a written notice of information practices from health plans and providers including procedure for requesting records, processing timeframes and any associated costs.
- ◆ obtain access to protected health information about himself/herself – including the right to inspect and obtain a copy of the information.
- ◆ request an amendment or correction of protected health information that is inaccurate or incomplete.
- ◆ receive an accounting of instances where protected health information about himself/herself has been disclosed by a covered entity for purposes other than treatment, payment or health care operations.

PATIENT RIGHT'S & RESPONSIBILITIES FOR PAIN MANAGEMENT

As the Patient, you can expect:

- ◆ Information about pain and pain relief measures.
- ◆ A concerned staff committed to pain prevention.
- ◆ Health professionals who respond quickly to reports of pain.
- ◆ State-of-the-art pain management.
- ◆ Pain expressions will be believed.

PATIENT RESPONSIBILITIES

As the Patient, we expect that you will:

- ◆ ask your physician or nurse what to expect.
- ◆ discuss pain relief options with your physicians and nurses.
- ◆ work with your physician and nurse to make a pain relief plan.
- ◆ ask for pain relief drugs when pain first begins.
- ◆ help the physician and nurse measure your pain.
- ◆ inform the physician or nurse about any pain that will not go away.
- ◆ not worry about getting "hooked" on pain medication.

Speak Up Campaign

The "Speak Up" program, sponsored by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), urges patients to get involved in their care. Everyone has a role in making health care safe – physicians, nurses, health care executives, and technicians. You as the patient can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

This initiative provides simple advice on how you, as the patient, can make your care a positive experience. Research shows that patients who take part in decisions about their health care are more likely to have better outcomes.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have the right to know.

Pay attention to the care you are receiving. Make sure you're getting the right tests and treatments from the right health care professionals. Don't assume anything.

Educate yourself about the medical tests you are undergoing, your diagnosis and your treatment plan.

Ask a trusted family member or friend to be your advocate.

Know your lab results.

Use a laboratory that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

Participate in all decisions about your treatment. You are the center of the health care team.

For questions, concerns or requests for assistance you may contact

Judith Yellow, Patient Rights Advocate

Sioux San Hospital 3rd Floor, Room 315

Direct Line: 355-2468



Indian Health Service

Patient Bill of Rights

CMS CoP: Patient's Rights §482.13

Patient Rights and Responsibilities

The Rights and Responsibilities of minor patients shall apply to their parent or guardian.

Patient Advocacy

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