



The basic rights of human beings for independence of expression, decision, and action and concern for personal dignity and human relationships are always of great importance. During sickness, however, the presence or absence becomes a vital, deciding factor in survival and recovery. Thus, it becomes a primary objective and responsibility of City Hospital at White Rock to endeavor to assure that these rights are preserved for our patients.

In providing care, City Hospital at White Rock has the right to expect behavior on the part of the patients, their relatives and friends, which, considering the nature of their illness, is reasonable and responsible. This form will be posted in admitting areas and given to each inpatient upon hospital admission.

PATIENT'S RIGHTS

Notification of Rights: The patient or the patient's representative, when appropriate, has a right to be informed of his or her rights in advance of furnishing or discontinuing patient care, whenever possible.

Access to Care: Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

Respect and Dignity: The patient has the right to considerate, respectful care at all times and under all circumstances, that is respectful of the patient's personal dignity, value and belief systems. The patient has the right to express spiritual beliefs and cultural practices which do not harm others or interfere with the patient's planned course of medical therapy.

Privacy and Confidentiality: The patient has the right, within the law, to personal and informational privacy, as manifested by the following rights:

- To refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but not directly involved in the patient's care.

- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.

- To expect that any discussion or consultation involving the patient's case will be conducted discreetly and that individuals not directly involved in the case will not be present without permission.

- To have the patient's medical record read only by individuals directly involved in treatment or in the monitoring of its quality, and by other individuals only upon the patient's written authorization, or that of a legally authorized representative.

- To access information contained in his/her clinical records within a reasonable time frame.

- To expect all communication and other records pertaining to the patient's care, including the source of payment for treatment, to be treated as confidential.

- To request a transfer to another room when another patient or visitor in the room unreasonably disturbs him.

- To be placed in protective privacy when considered necessary for personal safety.

Communication: The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, is blind or deaf, or other communication barriers exist, reasonable access to appropriate equipment and interpretation shall be provided.

To have their family and attending physician notified of the patient's admission to the hospital.

Exercise of Rights: The patient has the right to be informed of his or her health status, to participate in the development and implementation of his or her plan of care, including pain management, and to make decisions regarding his or her care.

Acceptance or Refusal of Treatment: The patient has the right, to the extent permitted by law, to accept or refuse treatment and to be informed of the medical consequences of such acceptance or refusal. When refusal of treatment by the patient, or his legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

Personal Safety: The patient has the right to receive care in a safe setting, free from all forms of abuse or harassment.

Participation and Informed Consent: The patient has the right to receive from his or her physician clear, concise 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 necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives to care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient has the right to know the name of the person responsible for the procedure and/or treatment.

Identify: The patient has the right to know who is responsible for authorizing and performing procedures or treatment. The patient has the right to know the identity and professional status of individuals providing service to him and to know which physician or other practitioner is primarily responsible for his care. This includes the patient's right to know of the existence of any professional relationship among individuals who are treating him, as well as the relationship to any other health care or educational institutions involved in his care. Participation by patients in clinical training programs or in the gathering of data for research purposes would be voluntary.

Consultation: The patient, at his own request and expense, has the right to consult with a specialist.

Advance Directives: The patient has the right to formulate advance directives and to appoint a surrogate to make health care decisions on the patient's behalf, to the extent permitted by law, and to have those directives honored without conditioning the provision of care, or otherwise discriminating against the patient, based upon whether or not the individual has executed an advance directive. Types of advance directives include: Directive to Physicians, Medical Power of Attorney, Declaration for Mental Health Treatment and Out of Hospital Do-Not-Resuscitate Order.



Refusal of Treatment: The patient may refuse treatment to the extent permitted by law, to accept or refuse treatment and to be informed of the medical consequences of such acceptance or refusal. When refusal of treatment by the patient or his legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

Transfer and Continuity of Care: A patient may not be transferred to another facility or organization unless he has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the receiving facility. The patient has the right to be informed by the practitioner responsible for his care, or his delegate, of any continuing health care requirements following discharge from the hospital.

Professional Relationships: The patient has the right to obtain information as to any relationship of his/her hospital to other health care and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information as to the existence of any professional relationships among individuals by name, who are treating him/her.

Hospital Charges: Regardless of the source of payment for care received, the patient has the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the hospital. The patient has the right to timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of the care. Please contact the business office for any questions related to charges.

Rules and Regulations: The patient has the right to know what hospital rules and regulations apply to his/her conduct as a patient.

Grievances: The patient has the right to information about the hospital's mechanism for initiating grievance procedures, and to voice complaints, without recrimination. Regarding the care received and to have the complaints reviewed, and, when possible, resolved. The patient may contact the Department Director, Nursing Supervisor, Administration (214-324-6666), or state survey agency (1-888-973-0022), and expect a response to any request, questions or concerns they express, in a timely manner. Patients may also contact their insurance companies or Medicare (1-800-725-8315) with complaints/grievances.

Medical Care: The patient has the right to expect that the patient's guardian, next of kin, or legally authorized responsible individual to the extent permitted by law, to act on behalf of the patient in regard to making decisions about medical care or any other appropriate action. The patient has the right to have a family member or representative of his/her choice as his physician notified promptly of his/her admission to the hospital.

Ethical Issues: The patient or his/her designated representative has a right to participate in the consideration of ethical issues arising in the care of the patient. The hospital has an Ethics Committee for the consideration of ethical issues arising in the care of patients. Education will be provided to patients upon request. Requests to bring matters before the Ethics Committee or to receive education, may be given to the Department Director, Social Worker, representative of Quality Management, or Administration.

Restraints for Acute Medical and Surgical Care: A patient has the right to be free from restraints, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Seclusion and Restraint for Behavioral Management: A patient has the right to be free from seclusion and restraints imposed as a means of coercion, discipline, convenience or retaliation by staff. Seclusion and restraint for behavioral management can only be used in emergency situations if it is needed to ensure the patient's safety, and less restrictive interventions have been determined to be ineffective.

Pain Management: As a patient you can expect information about pain management, a staff committed to pain prevention and management, that your reports of pain will be believed and a state of the art pain management program.

Visitation: A patient has the right to visitors without discrimination. They are expected to comply with precautionary measures as necessary. The patient also has the right to deny visitors at any time.

PATIENT'S RESPONSIBILITIES

The following basic responsibilities of patients are considered reasonably applicable:

Provision of Information: A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health. The patient has the responsibility to report unexpected changes in conditions to the responsible practitioner. The patient is responsible for reporting whether he/she clearly understands and comprehends a contemplated course of action and what is expected of the patient.

Compliance with Instructions: A patient is responsible for following the treatment plan recommended by the practitioner responsible for the patient's care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when unable to do so for any reason, for notifying the responsible practitioner or the hospital.

Hospital Charges: The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.

Refusal of Treatment: The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Hospital Rules and Regulations: The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration: The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.

Pain Management: The patient is responsible for asking the staff about pain and pain management, discussing pain relief options with the staff, helping the staff assess your pain and the effectiveness of pain relief measures.