

Rehabilitation Hospital

 POLICY SECTION: **Leadership**

 Effective Date: **1/15/2018**

 POLICY TITLE: **Patient Rights and Responsibilities**

Review Date:

Revised Date:

 POLICY NUMBER: **LD 300**
POLICY

The Hospital has adopted Patient Rights and Responsibilities as a means of protecting the rights of each patient. Patients may exercise their rights by communicating with their case manager, physician, the Chief Clinical Officer, or a representative from administration.

Patients or their designated responsible party, upon admission, receive a copy of their rights and responsibilities.

PATIENT RIGHTS AND RESPONSIBILITIES

Every patient has certain rights related to his/her medical treatment. Additionally, each patient has certain responsibilities to help the hospital provide the best possible care.

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a natural outgrowth of our beliefs, values and mission the Hospital recognizes patient rights and responsibilities as follows:

- Patients have a right to be fully informed of all patient rights/responsibilities and receive a written copy in advance of furnishing or discontinuing care whenever possible; Patients have a right to be informed of his/her rights through an auxiliary device or in a language the patient understands.
- Patients have a right to information at the time of admission about the rules and regulations that apply to patient care and conduct and the hospital's policies related to patient rights and responsibilities.
- Patients have a right to quality health care which includes consideration and respect for the physical, psychosocial, spiritual, educational and cultural variables that influence their perceptions of illness. They have a right to expect reasonable continuity of care and assistance in locating alternate services when medically indicated. Patients have a responsibility to take care of their health as best they can.

REVIEW DATES:	APPROVED BY:	
	Robert Dickens, RN, FACHE Chief Executive Officer	Steven Litsky, MD Medical Director

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- Patients have a right to information regarding the mechanism for initiation, review and, when possible, resolution of patient complaints concerning the quality of care. Patients have a right to freely voice complaints without being subject to coercion, discrimination, reprisal or denial of care.
- Patients have a right to expect the hospital to make a reasonable response to their request for services consistent with the hospital's obligations, policies and moral religious beliefs, within the hospital's capacity, its stated mission and applicable law and regulation. Patients have a responsibility for making health care decisions that affect their life.
- Patients have the right to receive services at CHI Franciscan Rehabilitation Hospital on a non-discriminatory basis without regard to race, religion, color, sex, national origin, age, disability, socioeconomic status, sexual orientation, gender identity or expression or any other classification prohibited by law. Patients and their families should express any needs they may have to enable us to provide reasonable accommodations.
- Patients have a right to personal privacy and confidentiality of information. All patients and/or their legally designated representative have a right to access their medical record within a reasonable time frame. Patients have a responsibility to respect the privacy and confidentiality of other patients within the hospital and to follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- Patients have a right to have a family member or representative and their own physician notified promptly of their admission to the hospital. Patients have a right to designate any individual to be present for emotional support. Patients have a right to request a visit by the Joint Commission or other regulatory organization from which the hospital is credentialed. Patients have a responsibility to inform their nurse if they want a family member or physician to be notified of their admission.
- Patients have a right to have personal possessions reasonably protected. Patients are asked to leave valuables at home or deposit in the hospital's safe during hospitalization.

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- Patients have a right to receive care in a safe, secure setting and to be free from exploitation, all forms of abuse, neglect or harassment. Patients have a responsibility to inform the health care team when they have issues or concerns related to their safety.
- Patients have a right to assistance in obtaining protective services. Patients have a responsibility to inform the health care team when they have issues or concerns related to their safety.
- Patients have a right to be free from seclusion or restraints of any form that are not medically necessary. Patients and their families have a responsibility to assist the health care team in maintaining the patient in the least restrictive environment.
- Patients or their designated representative have a right to be informed of and participate in their care planning process and treatment decisions. Patients have a right to be informed of benefits, risks, options, alternative treatments and to choose among the alternatives, including a right to accept or refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions. Patients have the responsibility of cooperating in the treatment plan that has been decided.
- Patients have the right to appropriate assessment and management of pain. Patients are expected to inform the health care team when experiencing pain or when the pain relief plan is not working.
- Patients or a designated representative have a right to participate in the patient's discharge planning, including being informed of service options that are available to the patient and a choice of agencies that provide the service. Patients have a responsibility for making health care decisions that affect their life.
- Patients have a right to formulate advance directives and to appoint a surrogate to make health care decisions on their behalf to the extent permitted by law and the hospital's capabilities, religious directives and policies. Patients have a responsibility to inform the health care team of the existence of an advance directive and the intent contained therein.

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- Patients have a right to be informed about the outcomes of care, including unanticipated outcomes. Patients are encouraged to ask questions so that they may understand what to reasonably expect relative to the treatment course or care decision.
- The patient's guardian, next-of-kin or legally authorized responsible person has a right to exercise the rights delineated on behalf of the patient if the patient lacks the capacity for participating in the decision-making process. If a patient is unable to participate in the decision-making process, then the patient's guardian, next-of-kin or legally authorized responsible person has a responsibility to make health care decisions consistent with the patient's values and life goals.
- Patients have a right to participate in the consideration of ethical issues that arise in their care. Patients have a responsibility for making health care decisions that affect their life.
- Patients have a right to be informed of any human experimentation or other research/educational projects that may affect their care or treatment. Patients are responsible for their own actions if they refuse treatment or do not follow the physician's or primary caregiver's recommendations.
- Patients have a right to examine and receive an explanation of their bill, regardless of the source of payment. Patients have a responsibility to meet financial commitments. This includes providing information necessary for claims processing and to be prompt in payment of bills.
- Patients have a right to be treated in a courteous and respectful manner. Patients have a responsibility to support mutual considerations and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.
- Patients have a right to effective communication in a manner he/she understands and tailored to the patient's age and language needs. An interpreter, translator or other auxiliary aids, tools or service will be provided for vital and necessary information free of charge.
- Patients have a right to know the identity and professional status and the role of those caring for him or her.

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- Patients have a right to receive assistance with physical disabilities and limitations, including assistance in communication for patients with vision, speech, hearing or cognitive impairments. Individuals with disabilities have a right to be accompanied by a trained service animal or guide dog.
- Patients have a right to be fully informed in advance of furnishing or discontinuing care or treatment whenever possible.
- Patients have a right to have his/her spiritual and pastoral needs accommodated, and his/her cultural and personal values, beliefs, and preferences respected.
- Patients have a right to know the reason for any transfer within or outside the hospital.
- Patients have a right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Patients have a right to communicate with people outside of the hospital; restrictions are made with the patient's (or family, if appropriate) participation.
- Patients have a right to decline services by students.
- Patients have a right to access assistance in domestic violence situations.
- Patients have a right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- Patients have a right to be informed of his/her rights in a language the patient understands.
- Patients have a right to receive a written text of the "Patient Rights and Responsibilities" upon admission. These rights shall also be posted in patient areas that are easily accessible for review by the public.

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	Robert Dickens, RN, FACHE Steven Litsky, MD
	Chief Executive Officer Medical Director

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- Patients have a right to freely voice complaints without being subject to coercion, discrimination, or reprisal.
 - Patients have a right to access guardianship, patient advocacy, and child/adult protective services.

All staff is educated regarding Patient's Rights in orientation and annual re-education. Copies of the policies and procedures related to patient's rights and responsibilities are available to all staff.

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