

Patient Rights & Responsibilities

WHETHER YOU COME TO OUR HOSPITAL FOR MEDICAL CARE, OR HAVE A TEST OR OTHER PROCEDURE DONE, YOUR PERSONAL RIGHTS AS A PATIENT WILL BE RESPECTED.

As a patient (Surrogate Representative) at CHI Franciscan Health, you have the right to:

PATIENT CARE

- Be fully informed of all your patient rights and receive a written copy, in advance of furnishing or discontinuing care whenever possible.
- Not be discriminated against because of your race, beliefs, age, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression and your ability to pay for care.
- Be treated with dignity and respect including cultural and personal beliefs, values and preferences.
- Reasonable personal privacy, spiritual or religious care accommodations, and communication. If communication restrictions are necessary for patient care and safety, the hospital must document and explain the restrictions to the patient and family.
- Receive information about your condition(s), outcomes of care, treatment and services so that you may participate in all aspects and decisions of your current and future care including: refusing care, treatment and services to the extent permitted by law and to be informed of the consequences of your actions; and resolving problems with care decisions; the hospital will involve the surrogate decision-maker when the patient is unable to make decisions about his or her care.
- Receive information in a manner tailored to the patient's age, physical impairments, language needs and ability to understand. An interpreter, translator or other auxiliary aids, tools or services will be provided to you for vital and necessary information free of charge.
- Make informed decisions regarding care including options, alternatives, risk, side effects and benefits. The hospital honors your right to give, rescind and withhold consent.

- Have a family member or representative of your choice and your physician notified of your admission
- Receive information about your visitation rights and designate any individual of your choice to be present for emotional support during course of stay.
- Know the individual(s) responsible for, as well as those providing, your care, treatment and services.
- An appropriate assessment and management of your pain.
- End of life care; Request no resuscitation or life-sustaining treatment.
- Donate organs and other tissues including medical staff input and direction by family or surrogate decision makers.

A SAFE ENVIRONMENT

- Receive care in a safe and secure setting
- Be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Be protected from neglect; exploitation; verbal, mental, physical or sexual abuse; Access to protective and advocacy services.

INFORMATION

- The confidentiality of your admission and clinical records as determined by state and federal law.
- Have advance directives and for hospitals to respect and follow those directives; The hospital honors advance directives, in accordance with law and regulation and the hospital's capabilities, religious directives and policies.
- Review and access information contained in your medical record. Request an amendment to and obtain information on disclosures of your health information in accordance with law and regulation. Receive these requests for medical record access in a reasonable time frame.

EMERGENCY CARE

- Receive an appropriate medical screening examination or treatment for an emergency medical condition within the capabilities of the hospital, regardless of your ability to pay for such services.

GRIEVANCE

- File a grievance (complaint) if you believe you have experienced discrimination or that any of your rights may have been violated; Be informed of the process to review and resolve the grievance without fear of retribution or denial of care.

PATIENT RESPONSIBILITIES

As a patient at our hospital, you have the responsibility to:

- Tell your care providers everything you know about your health, and to let someone know if there are changes in your condition. Provide accurate and current health information to your healthcare team.
- Tell your care providers if you have special needs your healthcare team should know about.
- Make known when you have advance directives and provide documents describing your preferences and wishes to the admitting staff or clinical healthcare team.
- Ask for explanation and information if you do not understand what you are told.
- Participate in your health care by helping make decisions, following the treatment plan prescribed by your physician, and accepting responsibility for your choices.
- Demonstrate respect and consideration for other patients and hospital personnel.
- Follow hospital rules and regulations about safety and patient care during your stay such as those about visitors, smoking, noise, safekeeping valuables, own medications, etc.
- Support mutual consideration and respect by maintaining civil language and conduct in interaction with staff and medical staff.
- Meet your financial commitments. Deal with your bill promptly, and contact the billing department if you need to make special arrangements or required assistance.