



# Patient Rights and Responsibilities

## **PATIENT RIGHTS**

Parkview Adventist Medical Center is dedicated to providing patients with the best in health care. Along with technical expertise, we want to provide patients and their families with a positive experience. We respect the rights of our patients and want our patients to understand their responsibility as a partner in their care.

### **Impartial and Compassionate Care**

1. Each patient has the right to receive impartial access to treatment, accommodations or care that is available and medically indicated, regardless of race, creed, color, national origin, gender, age, sexual orientation, physical or mental status, religion, handicap or source of payment.

### **Information and Communication**

2. Each patient has the right to effective communications. If the patient does not speak or understand the English language, an interpreter will be provided. If the patient has a communication disability, he/she has the right to an alternative means of communication.
3. Each patient has the right to be informed of his/her health status and to be involved in all aspects of his/her care, and to participate fully in healthcare planning and treatment.
4. Each patient has the right to know what hospital regulations and rules apply to his/her conduct and care.

### **Informed Consent or Refusal of Treatment Including Experimental Treatment**

5. Each patient has the right to be informed in a language he/she understands, of the nature of his/her illness and treatment options, including potential benefits, medically significant risks, alternatives, costs and probable duration of the recovery process, so that informed consent may be given prior to the treatment or procedure.
6. Each patient has the right to refuse treatment to the extent permitted by law after being adequately informed of the medical consequences of his/her actions, benefits and risks of, and alternatives to treatment.

7. Each patient has the right to be advised of any proposed experimental treatment or research, including benefits, risks and alternatives to such treatment. The patient has the right to consent or refuse to participate in such projects.

### **Comfort and Pain Management**

8. Each patient has the right to receive considerate, respectful care that optimizes dignity and comfort, including timely response to a report of pain, and appropriate pain management, treatment of symptoms and attention to psychosocial and spiritual concerns.

### **Identification of Caregivers**

9. Each patient has the right to know the names of the individuals that are involved in his/her care and their role and to be told the reasons for any proposed change in the professional staff responsible for his/her care.

### **Advance Directive**

10. Each patient has the right to formulate an advance directive, such as a living will, or to appoint a healthcare representative, to express individual wishes regarding life sustaining procedures, and to have care provided that is consistent with his/her directives to the extent permitted by law and hospital policy.

### **Ethical Concerns**

11. Each patient has the right to access appropriate resources to assist in resolving ethical concerns or conflicts regarding medical/clinical dilemmas. An ethics committee consultation can be initiated by contacting nursing, care management, or any member of the medical team. Pastoral care is also available to assist with ethical issues.

### **Confidentiality, Protection of Privacy and Safety**

13. Each patient has the right to be provided reasonable privacy during examination, consultation and treatment.
14. Each patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential except as required or allowed by law.
15. Each patient has the right to refuse visitors and/or request that “no information” be provided regarding their stay at Parkview Adventist Medical Center.
16. Each patient has the right to have his family and/or family physician (if admitted by a physician other than his family physician) notified of his/her hospitalization if he/she requests.
17. Each patient has the right to be free from all forms of abuse, coercion or harassment.
18. Each patient has the right to receive care in a safe setting.

19. Each patient has the right to be free from seclusion, restraints or drugs used as a restraint that are not medically necessary, and to have the least restrictive methods tried first if restraints are needed.

### **Spiritual and Psychosocial Needs**

21. Each patient has the right to take part in religious, spiritual and/or social activities while in the hospital unless the practices are disruptive to hospital operations and/or the physician deems these activities are in conflict with the patient's plan of care.

### **Continuity of Care**

22. Each patient has the right to expect a reasonable response to requests for medically indicated services, within the hospital's mission and capacity. The hospital will provide a medical screening exam, necessary stabilizing treatment, and/or referral if necessary and appropriate.
  - a. Should a transfer from one unit to another within the hospital be required during the hospital stay, the patient can expect an explanation of why the transfer is necessary.
  - b. When medically appropriate and legally permissible, or at the patient's request, a patient may be transferred to another facility after he/she has been fully informed about the need, benefits, risks and alternatives to the transfer. The transfer must be acceptable to the receiving institution prior to transfer.
  - c. The patient may expect reasonable continuity of care throughout his/her stay and upon discharge, including appropriate arrangements for home care, equipment or other alternatives to hospitalization.

### **Access to Information in the Medical Record**

23. Each patient has the right to access information contained in the clinical record within a reasonable amount of time.

### **Insurance Coverage, Billing and Financial Responsibility**

24. Each patient has the right to receive and examine an explanation of his/her bill regardless of source of payment.
25. Each patient has the right to be advised in a timely manner if the hospital is notified by his insurance provider about any restrictions in coverage for his/her care and treatment.

### **Conflicts of Interest/Corporate Compliance**

26. Each patient has the right to be informed about the existence of business or professional relationships among the hospital, educational institutions, or other healthcare providers or payers that may be involved in his/her care. Clinical decisions will be based on identified needs, regardless of any financial relationships among the hospital, physicians or third

party payers. For business related concerns, patients should ask for the Corporate Compliance Officer who will assure review of concerns and a written response.

### **Grievance Resolution**

27. Each patient has the right to have their questions or concerns addressed in a timely and responsive manner. Parkview Adventist Medical Center encourages and empowers staff to resolve concerns at the point of discovery, if at all possible. If a concern cannot be immediately resolved, Parkview Adventist Medical Center has an established grievance procedure that will be implemented.

### **PATIENT RESPONSIBILITIES**

In order to assist in meeting healthcare needs and provision of appropriate care, the patient or his/her legal/authorized representative is responsible for:

1. Providing accurate and complete information about all matters pertaining to his/her health, including medications and past or present health problems.
2. Participating as fully as possible in his/her care including:
  - a. Asking questions pertaining to medications, tests and procedures, etc. and informing the physician if the plan of treatment is not clearly understood.
  - b. Following the plan agreed upon by patient and caregivers, and/or
  - c. Assuming responsibility for his/her actions if he/she agrees to treatment not fully understood, refuses treatment, or does not follow the physician's instructions.
  - d. Reporting any changes in his/her condition or symptoms, including pain to a member of the healthcare team.
3. Informing the hospital of a living will, healthcare power of attorney, or any other written Instructions, and providing a copy.
4. Assuring that the financial obligations of his/her healthcare are fulfilled.
  - a. Understanding the coverage of his individual insurance policies and contacting the insurance provider directly if there are questions concerning coverage.
  - b. Paying his/her portion of the hospital bill.
  - c. Asking to speak to a hospital representative to discuss options for paying for hospital services.

5. Determining physicians' participation in patient's health plan or network.
6. Following hospital regulations and rules regarding patient care and conduct.
7. Being considerate and respectful of the rights and property of other patients, staff, and the hospital.
8. Informing hospital staff if he/she believes that any of his rights have been violated.