PATIENT RIGHTS & RESPONSIBILITIES

PURPOSE:
To improve care, treatment, services and outcomes by recognizing and respecting the human, civil, constitutional, and statutory rights of each patient.

POLICY:
Community Hospital supports and protects patients’ inherent rights to be informed, to have choices, to have their privacy protected, and to be treated with dignity and respect. This policy details those rights within our facility, as well as the responsibilities patients have in being an active partner in their own health care.

A. ETHICS:
1. Community Hospital follows ethical behavior in its care, treatment, and services to patients.
2. Community Hospital addresses conflicts of interest (see Ethics Consult, Ethics Committee, and Concerns Complaints Grievances Policies).
3. The integrity of decisions regarding patient care is based on identified care, treatment, and service needs of the patient.
4. The Ethics Committee will review cases as needed (the denial of care, treatment, services, issues related to advance directives, surrogate decision making, patients who refuse medically indicated treatment, requests for futile treatment, and withdrawing treatment and DNR orders, or payment) to ensure the integrity of the decisions made.

B. RIGHTS - The exercise of Patient Rights provides for:
1. The right to impartial access to treatment, regardless of race, color, national origin, sex, religion, gender identity, sexual orientation, ethnicity, age, or disability. Community Hospital will respect and support each patient’s dignity, individuality, values, and beliefs within the limits of Community Hospital’s Mission and Values.
2. The right to impartial access to visitation, regardless of race, color, national origin, sex, religion, gender identity, sexual orientation, ethnicity, age, or disability. Visitation rights include the right to receive visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.
3. The right for the patient, or his or her representative, to be fully informed in advance, and to make informed decisions about care or treatment and to actively participate in the planning of his or her care. This includes the right to obtain information in a manner easily understood about the diagnosis, treatment, prognosis, the risks and benefits of treatment or procedures, the alternatives to care, and the length of recuperative period expected.
4. The right to accept or refuse any medical or surgical treatment, and to be informed of the consequences of this decision. This includes the right to forgo life-sustaining or resuscitative (CPR) services.
5. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
6. The right to exercise his or her rights at Community Hospital without coercion, discrimination, or retaliation.
7. The right for the patient to receive care in a safe environment, and be free from neglect.
8. The right to pain relief and to receive information regarding pain management.
9. The right to accommodation of pastoral and other spiritual services.
10. The right for the patient surrogate (parent, legal guardian, person with medical power of attorney) to exercise the patient rights when the patient is incapable of doing so, without coercion, discrimination, or retaliation.
11. The right for the patient, or his or her legal representative, to be informed of the patient rights in advance of furnishing or discontinuing care, whenever possible.
12. The right to be fully informed of and consent to or refuse to participate in any unusual, experimental or research project without compromising his or her care and services. The patient acceptance of, or refusal of, treatment will be upheld to the extent permitted by law. The patient shall be informed of any unusual or experimental procedures.
13. The right to know the professional status of any person providing his or her care or services. All staff will introduce themselves to the patient and their families when performing duties related to patient care.
14. The right to know the reason for any proposed changes in professional staff responsible for the patient’s care.
15. The right to access information contained in his or her clinical records. Upon written request, a copy of the patient’s medical record can be provided for a fee.
16. The right to be free from restraints that are not clinically justified or warranted by patient behavior that threatens the physical safety of the patient, staff, or others.
17. The right to be free from all forms of abuse or harassment, which include exploitation, verbal, mental, physical and sexual abuse.
18. The right to every consideration of privacy. Every reasonable effort will be made to ensure the patient’s privacy during interviews and examinations throughout his or her hospital stay.
19. The right to confidentiality of his or her clinical records maintained by the facility. Access to the medical records shall be limited to the patient, individuals directly involved with the patient’s care, individuals monitoring the quality of patient care and those individuals authorized by law or regulatory agency.
20. The right to be informed of the hospital’s intentions to record, film, or photograph the patient, or procedure or to permit a party to observe treatment or procedures for purposes other than the identification, diagnosis or treatment of the patient.
C. RESPONSIBILITIES

1. Patients and families, as appropriate, are requested to provide Community Hospital with, to the best of their knowledge, accurate and complete information about current health concerns, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families are requested to report perceived risks in their care and unexpected changes in their condition.

2. Patients and families, as appropriate, are urged to ask questions if directions, procedures, or any aspect of clinical care is not understood. The patient advocate (970-644-3154) or any clinical care employee is available to assist in getting answers to questions that patients and families may have.

3. Patients and their families are asked to be considerate of other patients and assist in the control of noise and number of visitors. Patients and their families share in the responsibility of assuring a pleasant stay for themselves and others by fostering an environment conducive to healing.

4. Patients are requested to provide Community Hospital with the necessary information for insurance processing and for making arrangements for payment of hospital bills. Patients are responsible for providing full and accurate disclosure of insurance information at the time of hospital admission, including primary and secondary insurance. Prompt payment of all financial obligations not covered by insurance is the responsibility of the patient.

5. Patients and their families must follow the care, treatment, and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. Community Hospital makes every effort to adapt the plan to the specific needs and limitations of each patient. When such adaptations to the care, treatment, and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment, and service alternatives, and of not following the proposed course.

6. Patients and their families are responsible for the outcomes in the event of refusal of treatment or refusal to follow the care, treatment, and service plan.

7. Patients and their families are requested to be considerate of Community Hospital staff and property, and of other patients and their property.

8. Patients and their families are requested to follow Community Hospital rules and regulations, as appropriate.

9. Patients are responsible for valuables brought to the hospital and not placed in the hospital safe.