SUBJECT: PATIENT RIGHTS AND RESPONSIBILITIES

RATIONALE: The hospital will recognize and respect patient rights and identify patient responsibilities to encourage patients to become more informed and involved in their care.

SCOPE: All Departments

POLICY: The hospital will inform patients of their rights and help patients understand and exercise their rights. The hospital will respect patients’ values, beliefs and preferences. The hospital will inform patients of their responsibilities regarding their care, treatment and services.

I. PATIENT RESPONSIBILITIES of a Craig Hospital patient, and/or his/her family members include the following:
   A. Provide information that facilitates the patient’s care, treatment and services.
   B. Ask questions or acknowledging when he or she does not understand the treatment course or care decisions.
   C. Follow instructions, policies, rules and regulations in place to support the quality of care and a safe environment for all the individuals in the hospital.
   D. Meet financial commitments.
   E. Keep appointments or letting the treatment team members know when an appointment is canceled or rescheduled.
   F. Confine smoking to designated areas.
   G. Take reasonable measures to protect personal belongings and to cooperate with hospital staff in providing such protection.
   H. Discuss all pain-related concerns and developing a pain management
plan with the treatment team.

I. Abide by hospital substance abuse policies.

J. Show respect and consideration to other patients, hospital staff, visitors and hospital property.
   1. Threatening or aggressive behaviors, verbal abuse, or sexual harassment may be grounds for discharge from the hospital.
   2. Weapons of any type are not allowed on hospital premises.

II. PATIENT RIGHTS

A. The hospital will treat the patient in a dignified and respectful manner that supports his or her dignity.

B. The hospital informs the patient of his or her visitation rights (RI 47 Patient Visitation Rights).

C. The hospital allows a family member, friend or other individual to be present with the patient for emotional support during hospitalization.

D. The hospital respects the patient’s right for effective communication.
   1. The hospital provides information in consideration of the patient’s age, language and ability to understand.
   2. The hospital provides language and interpreting services (RI 20 Translation Interpretation Services).
   3. The hospital provides information to the patient who has vision, speech, hearing or cognitive impairments in a manner that meets the patient’s needs (RI 57 Deaf-Hearing Impaired, ST 30 Procedure for Treatment of the Brain-Injured Patient).

E. The hospital respects the patient’s cultural and personal values, beliefs and preferences.

F. The hospital respects the patient’s right to privacy (PR 11 Patient Privacy during Inpatient Hospitalization and Following Discharge).

G. The hospital respects the patient’s right to pain management. (RI 10 Pain Management)

H. The hospital accommodates the patient right to religious and other spiritual services.

I. The hospital allows the patient to access, request amendment to and obtain information on disclosure of his or her health information, in accordance with law and regulation. (PR 21 Right to Access Medical Information, PR 22 Right to Request an Amendment of Protected Health Information, PR 23 Right to Request an Accounting of Disclosures of Protected Health Information, Notice of Privacy Practices).

J. The hospital respects the patient’s right to participate in decisions about his or her care, treatment and services. The hospital:
   1. Involves the patient in making decisions about his or her care, including having the right to have his/her physician notified of admission.
2. Provides written information about the right to refuse care, treatment and services in the Conditions of Admission.

3. Respects the patient’s right to refuse care, treatment and services.

4. Involves a surrogate decision-maker when a patient is unable to make decisions and respects the surrogate decision-maker’s right to refuse care, treatment and services, in accordance with law and regulation. (RI 15 Advance Directives)

K. The hospital honors the patient’ right to informed consent (RI 08 Informed Consent).

L. The hospital honors the patient’s right to give or withhold informed consent to produce or use recordings, films or other images of the patient for purposes other than care and treatment. (RI 27 Interviews Photographs or Videotaping of Patients).

M. The hospital protects the patient and respects his or her rights during research, investigations and clinical trials (RES 01 Research Process).

N. The hospital informs the patient of the practitioner who has primary responsibility and will provide for his or her care, treatment or services.

O. The hospital addresses patient decisions about care, treatment and services received at the end of life (RI 15 Advance Directives, RI 05 Death and Organ Donation).

P. The patient has the right to be free from neglect, exploitation and verbal, mental, physical and sexual abuse (RI 35 Victims of Abuse and Neglect).

Q. The patient has the right to an environment that preserves dignity and contributes to a positive self-image.

R. The patient and his or her family have the right to have complaints reviewed by the hospital (RI 26 Communication of Patient Concerns or Complaints).

S. The patient has the right to access protective and advocacy services (RI 35 Victims of Abuse and Neglect).

References: