



## Patient Rights and Responsibilities

### Patient Rights

Sturgis Hospital values the rights and respects the dignity of each of our patients. Because of this, as our patient, you have the right . . .

- To be treated with respect by all Hospital personnel.
- To be free from all forms of harassment and abuse.
- To have your expressed personal, cultural and spiritual values and beliefs considered when treatment decisions are made, as long as these decisions do not harm others or interfere with treatment. Care shall include the psychosocial, spiritual, and cultural values that influence the perceptions of illness.
- To have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- To have a physician primarily responsible for your care and to know whom that person is.
- To know the name and professional status of caregivers providing service for you.
- To give informed consent regarding your care.
- To receive "An Important Message from Medicare" upon registration to the hospital.
- To receive assistance resolving dilemmas about care decisions.
- To make informed decisions regarding your care.
- To receive complete and current information concerning your diagnosis, treatment and prognosis in terms you can understand.
- To receive information concerning pain management.
- To participate with your physicians and other health care providers in planning and implementing your health care.
- To accept or refuse (to the extent provided by the law) any procedure, drug, treatment (including pain management), resuscitative services, forgoing or withdrawing life-sustaining treatments, and to be informed of the possible consequences of any such treatment. When refusal of treatment by the patient and/or legally authorized representative prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
- To have access to your medical record and an explanation of all information contained in your records. You also have the right to receive a copy of your medical record, upon request, for a fee. The hospital must actively seek to meet this request as quickly as time permits.

- To have any proposed procedure or treatment explained in terms you can understand. The explanation should include:
  - a description of the nature and purpose of the procedure, treatment, services, medications, and/or interventions;
  - the possible benefits;
  - the known serious side effects, risks or drawbacks;
  - problems related to recovery;
  - the likelihood of success;
  - alternative procedures or treatments; and relevant risks, benefits and side effects including possible results of not receiving care, treatment and/or services;
  - costs, particularly expenses that will be your responsibility;
  - when indicated, any limitations on the confidentiality of information learned from or about the patient
- To know the mechanism for complaints concerning the quality of care. It is the policy of Sturgis Hospital to research and respond to patient concerns to promote satisfaction with our services. A patient complaint/compliment form is located in all nursing units and is available for recording patient/significant other concerns. The complaint/concern will be routed to appropriate managers, who are responsible to research and follow-up within 48 hours whenever possible. A response will always be provided when requested by the patient and/or family member.
- To provide Advance Directives and to have hospital staff and physicians who provide care in the hospital comply with these directives. Receive information about Advance Directives.
- To appoint a person to make health care decisions on your behalf in the event you lose the capacity to do so.
- To personal privacy. Care discussion, consultation, examination and treatment will be conducted discreetly.
- To receive visitors you designate, with equal visitation rights consistent with your preferences. Restrictions may be enforced when clinically indicated due to infection control issues, disruptive behavior, patient condition, during treatment interventions, or any other clinically suitable reason.
- To refuse to talk with or see anyone not officially connected with the hospital, including visitors.
- To have your medical record read only by individuals directly involved in your treatment or the monitoring of its quality and by other individuals only on your written authorization or that of your legally authorized representative.
- To be placed in protective privacy when considered necessary for personal safety.
- To receive care in a safe setting.
- To have all communications and records related to your care be kept confidential. Your record cannot be given to a third party without your permission, unless you are moved to another institution or as required by law, third party payment contract or hospital accrediting agency.
- To not be segregated, denied services or delay in treatment because of race, color, religion, sex, age, national origin, sexual preference, disability or source of payment.
- To be free for sex-stereotyping.

- To receive services in response to reasonable requests that are within the Hospital's capacity and Mission.
- To receive proper care at the end of life: medical and nursing treatment to assure comfort, dignity, and safety.
- To supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support of your psychological and spiritual concerns and needs.
- To have language assistance available if limited English proficiency.

### **Patient Responsibilities**

As a patient at Sturgis Hospital, we ask that you help us in providing the best care possible for you by assuming responsibility for your care, too. You can do this by . . .

- Providing, to the best of your ability, a complete and accurate medical history, that includes; present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
- Reporting unexpected changes in your condition to the responsible physician or staff person.
- Letting us know whether you clearly understand a proposed course of treatment, including pain management, and discharge instruction and your role in it.
- Discuss with your doctor and/or nurse what to expect regarding pain and pain management. Keep your health care provider informed of your pain status.
- Following the Hospital's rules and regulations for patient care and conduct.
- Following your physician's treatment recommendations and advice.
- Accepting responsibility for your actions if you refuse treatment or do not follow your physician's orders.
- Considering the rights of other patients and hospital personnel and showing respect for hospital property.
- Giving the Hospital accurate and timely information about payment sources and your ability to meet your financial obligations.
- Providing prompt payment for services billed that are not covered by insurance and making payment arrangements on any outstanding balance.
- Communicating any problems, you encounter with your care and/or treatment by completing a Patient Complaint Form or talking to the appropriate person, such as, one of your care givers.
- To effective management of pain, staff committed to pain management, and staff who respond quickly to reports of pain.
- To acknowledgement of the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the parent and family.
- To assist in obtaining consultation with another physician.
- To request consultation regarding ethical issues surrounding your care.
- To be transferred to another facility only after having received complete information and explanation concerning the need for and alternatives to such a transfer. The facility to which you will be transferred must first accept the transfer.
- To consent to or refuse care that involves research, experimental treatments or educational projects.
- To be informed by a responsible caregiver about continuing health care requirements and alternatives for meeting those after you are discharged from the Hospital.

- To examine your bill, to receive an itemized and detailed explanation of the charges and to receive, upon request, information relating to financial assistance.
- To be informed of Hospital policies, procedures, rules and regulations applicable to your care.
- To be informed of the Hospital's policies on restraints.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation of staff. Restraints will only be used if needed to improve the patient's well-being and less restricted methods have been determined to be ineffective.
- To participate in the consideration of ethical issues that arise in the care of the patient. The hospital shall provide a mechanism to consider ethical issues utilizing an ethics committee.
- To receive Notice of Privacy Practices available and posted in the Registration area.
- To request an amendment of your medical information. Sturgis Hospital may deny your request for certain specific reasons and if denied, the Hospital will provide you with a written explanation for the denial and information regarding further rights you would have at that point.
- To receive an account of disclosures of your medical information made by Sturgis Hospital, except for disclosures for treatment, payment, or Hospital operational purposes and for certain other specific disclosure types.
- To access to protective services. A list of names, addresses and telephone numbers of pertinent state client advocacy groups will be given to you upon request.
- To request restrictions on certain uses and disclosures of your medical information. Sturgis Hospital is not required to agree to your requested restriction.

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