

# Patient/Client Rights & Responsibilities

Abridged

## As a patient or client you have the right to:

- Be notified of your rights, and exercise your rights in regard to your care.
- Receive safe, private, high-quality and respectful care.
- Be provided impartial access to care.
- Receive medical services in any life-threatening emergency.
- Have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- Have your comfort needs addressed through appropriate pain assessment and management.
- Be informed of aspects of your condition necessary to make informed decisions regarding your care.
- Request medically necessary and appropriate services or refuse treatment or services to the extent permitted by law, and be informed of the potential consequences of such an action.
- Know the name of your physician and others who care for you.
- Receive detailed information in terms you can understand, about your care, your illness, your treatment or other services that you may be receiving.
- Effective written and verbal communication that is appropriate to your age, understanding and language.
- Actively participate in decisions involving your care, including ethical issues, and be informed of any change in your plan of care in advance.
- Receive care from personnel who are properly trained to perform assigned tasks and to coordinate services.
- Courteous and respectful treatment of person and property, privacy and freedom from abuse and discrimination.
- Receive spiritual care, if desired.
- Confidential management of your patient records and information.
- Access information in your own patient record, upon request, within a reasonable time frame.
- Be informed of the process for submitting and addressing any complaints to the hospital facility or a state agency.
- Receive an explanation of your bill and our policy concerning billing and payment for services, including inquiring about the possibility of financial assistance.
- Seek a second opinion or choose another caregiver.
- Freedom from the use of seclusion or restraint of any form unless medically necessary for your well-being.
- Receive adequate information to make an informed decision whether to participate or refuse to participate in experimental treatment or research.
- Be informed that refusing to participate in research will not compromise your access to care, treatment and services.
- Sign an advance directive such as a living will or durable power of attorney for health care and have hospital staff and your providers comply with your directives to the extent permitted by hospital policy and state and federal laws.
- Be informed of the reasons for impending discharge, transfer to another facility and/or level of care, ongoing care requirements, and other available services and options as appropriate.
- Receive visitors you or your support person designates, including, but not limited to: a spouse, domestic partner, other family member or friend. Visitors are restricted from most treatment and procedure areas and may be limited based on your medical condition.

## As a patient or client you have the responsibility to:

- Participate in decisions involving your care.
- Provide a complete and accurate medical history to the best of your knowledge, and to provide information about current medications or treatments.
- Ask questions and seek clarification about your diagnosis, course of treatment or care plan.
- Provide information about complications or health symptoms.
- Follow the proposed course of treatment or care, recommendations and advice, upon which you and your provider have agreed.
- Be considerate of the rights of other patients and clients, care personnel and property.
- Provide accurate and timely information about sources of payment and your ability to meet financial obligations.
- Make it known whether you understand what is expected of you, and whether you are able and willing to comply.
- Parents and guardians may represent or assist a patient or client in fulfilling these rights and responsibilities.