

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENTS HAVE THESE RIGHTS WITHOUT REGARD TO CULTURAL, ECONOMIC, EDUCATIONAL OR RELIGIOUS BACKGROUND OR SEX OR THE SOURCE OF PAYMENT FOR HIS/HER CARE.

YOU HAVE THE RIGHT TO...

- Considerate and respectful care, provided with recognition of their individuality in a safe environment, free from all forms of abuse, neglect, harassment and/or exploitation from anyone entering the facility. Any or all allegations, observations, or suspected cases of abuse, neglect, or exploitation that occur in the hospital are referred to the appropriate authorities for further investigation.
- Become informed of his or her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire. When the patient is not legally responsible, the surrogate decision maker, as allowed by law, has the right to refuse care, treatment and services on the patient's behalf.
- Safety and security of self and property is provided to the patient by the hospital.
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care.
- Access protective and advocacy services or have these services accessed on the patient's behalf.
- Appropriate assessment and management of pain. Educating all relevant providers about assessing and their role in managing pain and the potential limitations and side effects of pain treatments.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her.
- Receive information from his/her physician about his /her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as he/she may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate courses of treatment or non-treatment and the risks involved in each and the name of the person who will carry out the procedure or treatment.
- The responsible licensed independent practitioner or his or her designee informs the patient (and when appropriate, his or her family) about those unanticipated outcomes of care, treatment, and services related to sentinel events, when the patient is not already aware of the occurrence, or further discussion is needed. Unanticipated outcomes of care, treatment, and services that relate to sentinel events considered reviewable by the National Integrated Accreditation for Healthcare Organizations (NIAHO) will be shared with the patient if appropriate.
- Participate in the development, decision making, and implementation of his/her plan of care and actively participate in the decisions regarding his/her medical care. Patients are involved in resolving dilemmas about care, treatment, and services to the extent permitted by law, that includes the right to request and/or refuse treatment.
- Formulate advance directives regarding healthcare, and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Have a family member or representative notified of his/her admission to the hospital.
- Have his/her personal physician notified promptly of his/her admission to the hospital.
- Full consideration of privacy concerning his/her medical care program. The patient has the right to be advised as to the reason for the presence of any individual involved in his/her healthcare. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly.
- Access information contained in his/her medical record within a reasonable time frame.
- Reasonable responses to any reasonable request he/she may make for service.
- Leave the hospital even against the advice of his/her physician.
- Reasonable continuity of care.
- Receive information in a manner that he/she understands. Communications with the patient will be effective and provided in a manner that facilitates understanding by the patient. Written information provided will be appropriate to the age, understanding, and as appropriate, the language of the patient. As appropriate, communications specific to the vision, speech, hearing cognitive and

language- impaired patient will be appropriate to the impairment. Fairway provides interpretation (including translation) services as necessary.

- Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the hospital. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.
- To an environment that preserves human dignity and contributes to a positive self image. Sufficient storage space will be provided to meet the personal needs of the patient. The hospital allows patients to keep and use personal clothing and possessions, unless this infringes on other's rights or is medically or therapeutically contraindicated.
- Telephone and mail services are offered as appropriate to the setting and population.
- Be advised of the hospital's process for initiation, review, and resolution of patient complaints, should he or she wish to communicate a concern regarding the quality of the care he or she receives or if he or she feels the determined discharge date is premature.
- Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting his/her care.
- Full support and respect of all patient rights should the patient choose to participate in research, investigation and/ or clinical trials. This includes the patient's right to a full informed consent process as it relates to the research, investigation and /or clinical trial. All information provided to subjects will be contained in the medical record or research file along with the consent forms.
- Be informed by physician or a delegate of the continuing healthcare requirements following his/her discharge from the hospital.
- Examine and receive an explanation of his/her bill regardless of source of payment and receive beneficiary notice of non-coverage and right to appeal premature discharge.
- Know which hospital rules and policies apply to his/her conduct while a patient.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- The patient may be transferred to another facility only with a full explanation of the reason for the transfer, provisions for continuing care and acceptance by the receiving facility.
- Receive the visitors designated, including, but not limited to, a spouse, domestic partner (including a same sex domestic partner), another family member or a friend. The patient has the right to withdraw or deny such consent at any time. Visitation shall not be denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.

PATIENT RESPONSIBILITIES:

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- The patient is responsible for reporting perceived risks in his or her care and unexpected changes in his/her condition to the responsible practitioner.
- The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
- The patient is responsible for following hospital policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.