

YOUR RIGHTS AS A HOSPITAL PATIENT

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury or disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease.

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

While you are a patient in the hospital, your rights include the following:

- You have the right to be notified of your rights in advance of furnishing or discontinuing care. You shall be accorded impartial access to treatment and accommodations regardless of race, creed, sex, age, national origin or source of payment for care.
- You have the right to considerate and respectful care.
- You have the right to have the person of your choice and your family physician notified of your admission to the hospital.
- You have the right to be well informed about your illness, possible treatments, and likely outcome and to discuss this information with your doctor.
- You have the right to know the names and roles of people treating you.
- You have the right to safe, considerate, respectful care at all times and under all circumstances with recognition of your personal dignity. You also have the right to be free from all forms of abuse and harassment.
- You have the right to make decisions about the plan of care and to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.

- You have the right to receive information about pain and pain relief measures, a concerned staff committed to pain prevention, and health professionals who respond quickly to reports of pain and "state-of-the-art" pain management.
- You have the right to have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor.
- You have the right to privacy. The hospital, your doctor, and others caring for you will protect your privacy as much as possible.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.
- You have the right to know about hospital rules that affect you and your treatment and about charges and payment

methods including your eligibility for reimbursement by any third party payer.

- You have the right to know about hospital resources, such as patient representatives, grievance procedures or ethics committees, that can help you resolve problems and questions about your hospital stay and care.
- You have the right to the freedom from restraints used in the provision of medical and surgical care unless clinically necessary.
- You have the right to freedom from seclusion and restraints used in behavioral management unless clinically necessary.

While you are a patient in the hospital, your responsibilities include the following:

- You are responsible for providing information about your health, including past illnesses, hospital stays, use of medicine including those used for pain relief.
- You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.
- You will be expected to discuss pain relief options with your health professionals and how to measure your pain. You will be expected to ask for pain relief when pain first begins and to report whether your pain has been relieved.
- You and your visitors are responsible for being considerate of the needs of other patients, staff and the hospital.
- You are responsible for providing information for insurance and for working with the hospital to arrange payment when needed.
- You are responsible for recognizing the effect of lifestyle on your personal health. Your health depends not on just your hospital care, but, in the long term, on the decisions you make in your daily life.

RIGHTS AS A PEDIATRIC PATIENT

We consider you & your child partners in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your child's care as effective as possible. This hospital encourages respect for the personal preferences and values of each individual.

While your child is a patient in the hospital, you and your child have rights which include the following:

- You and your child will be treated with courtesy and respect.
- We will introduce ourselves. We will explain our role in your child's care.
- You can help us get to know your child. We can learn from you what is best for your family. We will take the time to listen.
- The things you tell us in confidence will be kept private.
- We will speak and write respectfully about your child and family.
- We will honor your privacy.
- You and other family members are welcome in the hospital, because you and your family are the most important people to your child. Being together is important.
- We will provide a place for at least one family member to spend the night near your child.
- If you choose, you can stay with your child during most medical treatments.
- You have the right to complete information from people helping you care for your child.
- You can ask what is happening to your child and why. Everything will be explained to you honestly, in ways you can understand.
- Someone who speaks your language will help explain things to you.
- You have the right to ask questions about anything that is unclear to you.
- You can ask to have someone from your family or another support person with you when people in the hospital are explaining things to you.
- You have the right to know about your child's condition and treatment plan. You have the right to see and review you child's medical records with health care personnel.
- You have the right to detailed information about your child's hospital bill.
- You have the right to know the policies, procedures, and routines of the hospital.
- You have the right to know the hospital's process of taking care of your concerns or complaints.
- There are many people who take care of your child in the hospital. You have the right to know who they are and what they do.
- You can expect to have your child cared for by doctors, nurses, and others who know how to care for children and youth.
- You are an important member of your child's health care team. You know your child best. The information you have is important. Please share this information with us so that together we can plan what is best for your child.
- You have the right to know if your child's treatment is experimental or educational. You can refuse this treatment, and the hospital staff will still take good care of your child.
- Before your child leaves the hospital, we will teach you about the care your child will need. We will tell you about people and places in your community that can help you.
- When your child is in the hospital, you might feel afraid, angry, guilty, sad, lonely, or tired. You can talk with health professionals about your feelings, questions, problems, or concerns. They will listen to you and respect your feelings.
- If you want help, you can decide whom you want to help you.
- We can help you meet other families who have had experiences like yours.
- We will consider all your child's interest and needs, not just those related to illness or disability.
- Your child will be cared for by people who understand the needs and concerns of children and teenagers.
- We will try to keep your child's schedule and activities as normal as possible. This includes uninterrupted sleep, quiet times, play times, school, and the comfort of family and friends.
- You have the right to any information you need to make decisions about your child's care, including information about pain and pain relief measures.
- We will work in partnership with you to make decisions about your child's care.
- We will explain all options so that you can understand the risks and know what the choices are for your child's care.
- You may refuse treatments as permitted by law.
- You can change your mind about care for your child even if you have already given permission.
- You can ask for a second opinion from another doctor. You can ask for a specialist to see your child.
- You can ask to change hospitals.
- If it is necessary to transfer your child to another hospital, we will make every effort not to move your child until you have been told why.
- Your child has the right to freedom of restraints used in the provision of medical and surgical care unless clinically necessary.