



You Have the Right to the Best Care

Please review the rights and responsibilities below to help us provide you with quality care.

You Have the Right To:

- ▶ Participate in the development and implementation of your plan of care.
- ▶ Know the identity of your physician.
- ▶ Know the identity of all individuals participating in your care.
- ▶ Know the nature and extent of your medical problem.
- ▶ Know the planned course of treatment.
- ▶ Know your prognosis.
- ▶ Receive adequate instruction in self-care in order to manage your health outside of the hospital setting.
- ▶ Know alternatives for care or medical treatment where medically significant.
- ▶ Know the information necessary to give informed consent prior to the start of any procedure and/or treatment, and know the medical significance of your choice.
- ▶ Know the probable duration of your hospital stay.
- ▶ Know the long-term financial implications of treatment choices, insofar as they are known.
- ▶ Accept or refuse any procedure, drug, or treatment and be informed of the possible consequences of any such decision.
- ▶ Formulate Advance Directives and to have hospital staff and physicians who provide care in the hospital comply with these Directives.
- ▶ Expect supportive care including appropriate management of pain, treatment of uncomfortable symptoms, and support of psychological and spiritual concerns and needs.
- ▶ Request consultation regarding ethical issues surrounding your care from the hospital Ethics Committee.



- ▶ Have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
 - ▶ Personal privacy.
 - ▶ Receive care in a safe setting.
 - ▶ Be free from all forms of abuse or harassment.
 - ▶ Confidentiality of your medical records.
 - ▶ Access information contained in your closed medical record.
 - ▶ Decide to participate in clinical trials, research, or investigative treatment programs.
 - ▶ Be free from seclusion and restraints of any form that are not medically necessary.
 - ▶ Considerate, respectful care from all employees.
 - ▶ Have your expressed personal, cultural, and spiritual values and beliefs considered when treatment decisions are made.
 - ▶ Expect a reasonable response to your request for services within the capacity of the hospital.
 - ▶ Receive evaluation, services and/or referral as indicated by the urgency of your case, and complete information and explanation concerning the needs for and the alternatives to your transfer to another institution when medically permissible.
 - ▶ Receive information concerning the relationship of the hospital to other healthcare and educational institutions, insofar as your care is concerned.
 - ▶ Accommodation, where possible, of any ethnic, cultural, and language variations.
 - ▶ Be informed of all hospital policies, procedures, rules, and regulations applying to your conduct as a patient.
 - ▶ A list of clergy members available for spiritual counseling or assistance.
 - ▶ Expect support and assistance in accessing protective services and community resources.
 - ▶ Expect an explanation of your bill regardless of the source of payment, and receive information or be advised of the availability of sources of financial assistance, if any.
 - ▶ Have a family member, friend, or other individual be present for emotional support during the course of your stay.
 - ▶ Be free of discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- In addition, minors have additional rights:**
- ▶ Treatments and procedures arranged around the teacher's, parent's, or guardian's schedule when possible.
 - ▶ Time for play and recreational activities.
 - ▶ The family is actively informed and/or involved in the assessment, treatment, continuing care and discharge,

and informed by the physician of the minor's condition, treatment and progress.

- ▶ Social Services assistance is available in coping with illnesses that may affect you and your family's physical or psychological development.
- ▶ Peers are allowed to visit on a limited basis, as directed by the minor's guardian or hospital personnel.

You Have the Responsibility To:

- ▶ Provide accurate and complete information about your present complaint, past illnesses, hospitalizations, medications, and other matters relating to your health.
- ▶ Report your level of pain or unexpected changes in your condition to your nurse or doctor.
- ▶ Report whether you clearly comprehend a plan of care and what is expected of you.
- ▶ Follow both the treatment plan recommended by the physician and the

hospital's rules and regulations affecting your care and conduct, including the instructions of nurses and other health professionals.

- ▶ Accept the outcome of your actions should you refuse treatment or choose not to follow the physician's orders.
- ▶ Be considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors.
- ▶ Be respectful of the property of other persons and of the hospital.
- ▶ Ensure that the financial obligations of your healthcare are fulfilled as promptly as possible.