

Rights & Responsibilities

You Have the Right to the Best Care

Please review the rights and responsibilities 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.

Rights & Responsibilities *continued*

- 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.

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.

Patient and Visitor Code of Conduct

1. Promotion of a safe and respectful environment

- Acknowledgement that the hospital can be a stressful place
- Explanation that a safe and respectful environment results in better care for all patients
- Understanding that some behaviors are a result of a medical condition and/or diminished mental capacity and potential consequences listed below may not be applicable

2. Communication of behavioral expectations

Consideration for behavioral expectations may include (but is not limited to):

- Use respectful language and maintain volume appropriate for indoors.
- Be considerate of the privacy and confidentiality of all patients.
- Leave equipment and supplies alone.
- Keep weapons and firearms outside of the hospital facility.
- Refrain from physical interaction or touching of staff or others.

Examples of behaviors that violate a safe, respectful environment may include (but are not limited to):

- **Verbal actions:** purposeful threatening, discriminatory, bullying, disrespectful, or offensive language towards staff, patients, and visitors
- **Physical actions:** purposeful aggressive, abusive, or violent behaviors towards staff, patients, and visitors
- **Interference with hospital operations:** any destruction of hospital property/ equipment or trespassing into unauthorized areas

- **Disruption of other patients' care or experience:** taking photos or videos of patients, visitors, and/or staff without permission (includes posting those photos/videos on social media platforms)

- **Possession of weapons or firearms**

3. Communication of potential consequences for behavioral violations

Considerations for potential consequences may include (but are not limited to):

- Violations to be addressed by hospital staff per the organization's policies and procedures
- Review of patient's care plan with potential discontinuation of nonemergent services (e.g., EMTALA mandates to treat those patients that come through our emergency departments)
- Develop a safety plan for patients who have violated the hospital's code of conduct
- Report of violations to the appropriate authorities
- Request and/or escort off the premises

4. Direct patients, visitors, and staff to support the code of conduct

- Patients shall alert members of their care team if they observe or are a victim of behaviors or actions that violate the code of conduct.
- Retaliation for a code of conduct violation is prohibited.
- Staff shall report all observed or experienced violations of the code of conduct to the appropriate individual or office of the organization.

Source: Indiana Hospital Association Member United Patient and Visitor Code of Conduct