

Patient Rights

Access to Care Individuals shall be accorded impartial access to treatment or accommodations that are available or medically indicated, regardless of basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.

Respect, Dignity and Comfort The patient has the right to considerate care with respect for their personal values, beliefs, and dignity. The patient has the right to appropriate pain assessment and management.

Privacy and Confidentiality The patient has the right, within the law, to personal and informational privacy as manifested by the following rights

- To have a support person, representative of choice, or physician notified of admission.
- To refuse to talk with or see anyone not officially connected with the hospital, including visitors or persons officially connected with the hospital but not directly involved in his/her care.
- To wear appropriate personal clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.
- To be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to request to have another person present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex, and the right not to remain disrobed any longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe. The patient's modesty, viability, and body temperature shall be protected.
- To expect that any discussion or consultation involving his/her case will be conducted discreetly and that individuals not directly involved in his/her care will not be present without his/her permission.
- To expect his/her clinical records to be kept confidential as indicated by law and to have access to a copy of those records within a reasonable period.
- To be placed in protective privacy when considered necessary for personal safety of the patient.

Personal Safety The patient has the right to expect reasonable safety and cleanliness insofar as the hospital practices and environment are concerned. The patient may expect freedom from all forms of abuse and harassment. The patient may request or refuse treatment.

Visitors Cass Health recognizes open visiting hours subject to the patient's consent and the hospital's clinical restrictions. The patient has the right to receive visitors as personally designates, including but not limited to, a spouse, a domestic partner (including a same sex domestic partner), family member or friend.

Identity The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.

Information The patient or patient representative has the right to obtain, from the practitioners responsible for coordinating and providing care, complete and current information concerning diagnosis (to the degree known), treatment, risks and any known prognosis.

Advanced Directives The patient has the right to receive information about and establish advanced directives about his /her healthcare, and have the hospital comply with those directives.

Communication The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communications. When a patient does not speak or understand the predominant language of the community he/she may have access to an interpreter. Adaptive equipment will be sought in cases of deafness and/or blindness. The patient has the right to have a family member or a representative of his/her choice notified promptly of his/her admission to the hospital.

Consent The patient has the right to reasonable, informed participation in decisions involving his/her health care plan of care. The patient has the right to make informed decisions regarding care. The patient should not be subjected to any procedures without his voluntary, competent, and understanding consent or that of his/her legally authorized representative. When medically significant alternatives for care or treatment exist, the patient shall be informed. The patient has the right to know who is responsible for authorizing and performing the procedures or treatment.

Patient Rights Continued

Consultation The patient at his/her own request and expense, has the right to consult with a specialist. The hospital must not frustrate legitimate patient efforts to obtain access to their own medical record, either verbally or in writing. The hospital must not frustrate legitimate patient efforts to obtain access to a medical professional of their choice either verbally or in writing.

Grievance Process The patient has the right to file a complaint or grievance at any time and expect that filing such a grievance will not affect his/her future access to or quality of care. Grievances may be initiated by any staff member, the Risk Manager at 712-250-8260, or any member of the Administrative Team at extension 7402. If the patient does not feel that his/her grievance has been resolved effectively, he/she may contact Livanta by phone at 1-888-755-5580 or TTY at 1-866-868-2289, or by mail at Livanta, BFCC QIO, 10820 Guilford Rd Ste 202, Annapolis Junction, MD 20701-1262.

Restraints The patient has the right of freedom from restraints used in the provision of acute medical and surgical care unless clinically necessary for safety and only in cases when other appropriate measures have been found to be ineffective to protect the patient and others from harm.

Discharge Planning The patient has the right to request assistance with their discharge planning needs at any time during their hospitalization.

Transfer and Continuity of Care Prior to transfer to another facility, the patient will receive a complete explanation of the need for the transfer and of the alternatives to such a transfer. A patient has the right to request or refuse a transfer. The patient has the right to be informed by the practitioner responsible for his/her care, or his/her delegate, of any continuing health care requirements following discharge from the hospital.

Patient Responsibilities

Provision of Information A patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about the present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her condition to the responsible practitioner. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of them.

Compliance Instructions A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and when he/she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

Refusal of Treatment The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions. The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.

Hospital Rules and Regulations The patient is responsible for following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting the control of noise and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.