

A PATIENT'S BILL OF RIGHTS

1. The patient, patient's family, and/or surrogate decision-maker have the right to participate in the care, treatment, and medical services in accordance with law and regulation.
2. The patient has the right to make informed decisions regarding his or her care, be informed of his or her health status, be involved in care planning and treatment, and end of life issues. In the event the patient is unable to make healthcare decisions, the hospital can involve a surrogate decision-maker in making these decisions.
3. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
4. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
5. The right to have a family member or other individual of their choice to be present with them for emotional support during the course of the stay unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
6. The right to receive calls and visitors including spouse, domestic partner, family members and friends. You may withdraw or deny consent to calls and visitors at any time.
7. The right to receive care in a clean and safe setting free from all forms of abuse or harassment.
8. The right to the confidentiality of his or her clinical records.
9. The right to access, request amendment to, and obtain information on disclosure of his or her health information, in accordance with law and regulation.
10. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services. The right to give or withhold informed consent to produce or use recordings, films, or images of the patient for purposes other than his/her care.
11. The right to know the professional status of any person providing his or her care or services.

12. The right to know the reasons for any proposed change in the Professional Staff responsible for his or her care.
13. The right to know the reasons for his or her transfer either within or outside the hospital.
14. The right to know any relationship(s) of the hospital to other persons or organizations participating in the provision of his or her care.
15. The right to access the cost of services, to receive itemized statements when possible, of services rendered within a reasonable period of time.
16. The right to be informed of the source of the hospital's reimbursement for his or her services, and of any limitations which may be placed upon his or her care.
17. The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff. Restraints or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others. Restraints must be discontinued at the earliest possible time.
18. Informed of the right to have pain treated as effectively as possible.
19. The patient has the right to obtain from his or her physician complete current information concerning his or her diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person on his or her behalf. He or she has the right to know, by name, the physician responsible for coordinating his or her care.
20. The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of any procedure and/or treatment including informed consent of donations of organs and tissue. Except in emergencies, such information for informed consent should include but not necessarily be limited to, the specific procedure and/or treatment, the medically-significant risks involved, and the probable duration of incapacitation. Where medically-significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to such information. The patient also has the right to know the name of the person responsible for the procedure and/or treatment.
21. The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his action. The same rights will extend to surrogate decision-makers in accordance with law and regulation.

22. The patient has the right to every consideration of privacy concerning his or her personal privacy and health information privacy. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. Those not directly involved in his or her care must have the permission of the patient to be present.
23. The right to considerate care provided with respect, dignity, privacy, with regard to their personal values, cultures, beliefs, religion, race, sex, creed, or source of payment. The hospital will respect the patient's cultural and personal values, beliefs, and preferences.
24. The right to receive communication which leads to understanding regardless of age, language, and ability to understand. Communication will be tailored to meet the needs of patients with vision, speech, hearing, or cognitive impairments. Interpretative and translation services are available as well.
25. The right to access protective services if needed.
26. The right to know who to contact to file a complaint or grievance, to request to see a copy of the hospital's code of ethical behavior policy, to participate in ethical questions, to request a consult with ethics committee.
27. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.