



PATIENTS' RIGHTS AND RESPONSIBILITIES

Self-Study Guide

Objectives

The objectives of this self study are:

1. Explain to staff why PCH has a Patients' Rights Policy and how it is used.
2. Educate staff regarding the Patients' Rights Policy.
3. Inform staff of a patient's responsibilities regarding his or her health.

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In today's healthcare settings, all patients are guaranteed a set of expectations regarding his or her care. These expectations are in the form of a facility's privacy statement and patients' rights policy. Pike Community Hospital is no exception.

The patients' rights policy was not developed at a local level, but instead is based upon standards that come from a variety of sources: state and federal statutes/laws; accreditation standards; insurance companies and the Center for Medicare and Medicaid Services (CMS). A facility's patient rights policy is guaranteed to every patient regardless of diagnosis, gender, race, ability to pay, or any other category used to divide individuals. Each patient who comes to Pike Community Hospital is guaranteed the following rights. This information is also readily available to patients: posted in public areas, provided to patients in patient education packets, displayed in patient rooms, etc.

All staff members are responsible for being aware of this policy, carrying out this policy and for reporting violations of this policy to his or her department manager. Staff may also be asked about our hospital's patient rights policy during surveys and the accreditation process, so it is important to be aware of the policy and what the policy contains.

The Patients' Rights and Responsibilities is reviewed and approved for use by the Board of Trustees of Pike Health Services. Substantive changes to the policy are incorporated, and were subsequently endorsed by the Board of Trustees. The policy is supported by the Hospital at all levels, including Trustees, Medical Staff, Management and Employees. It represents the organization's belief that open and honest communications, mutual respect for the personal and professional values of individuals, and sensitivity to the differences among people, are all essential to effective patient care.

Patients' Rights

1. The patient has the right to participate in the development and implementation of his or her plan of care.
2. The patient or his or her representative has the right to make informed decision regarding his or her care, be informed of his or her health status, be involved in care planning and treatment; and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
3. The patient has the right to formulate an advance directive and to have hospital staff and practitioners who provide care in the hospital comply with the advance directive in accordance with Ohio Revised Code.
4. Each patient has 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 patient has the right to personal privacy. Case discussions, examinations and consultations should be conducted in a manner that protects each patient's privacy.
6. The patient has the right to receive care in a safe setting.
7. The patient has the right to be free from all forms of abuse or harassment.
8. The patient has the right to have the confidentiality of his or her clinical records maintained, except when reporting is required by law.
9. The patient has the right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet requests as quickly as its record keep system permits.
10. The patient has 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.
11. The patient has the right to be fully informed of and consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services.
12. The patient has the right to know the professional status of any person providing his or her care services.
13. The patient has the right to know the reasons for any proposed change in the professional staff responsible for his or her care.
14. The patient has the right to know the reasons for his or her transfer either within or outside the hospital.
15. The patient has the right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his or her care.
16. The patient has the right to have access to the cost, itemized when possible, of services rendered within a reasonable time frame.
17. The patient has 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.
18. The patient has the right to have his or her pain treated as effectively as possible.
19. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to request and discuss information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and medically reasonable alternatives and their accompanying risks and benefits.
20. The patient has the right to consent to or refuse treatment, after being adequately informed of the benefits and risks of treatment, and of alternatives to treatment. In cases where treatment is refused, the patient has the right to be informed of the medical consequences of such action, is entitled to other appropriate care and services that PCH provides, or to be transferred to another hospital.
21. The patient has the right to considerate and respectful care, to receive care and treatment in a safe setting, and to be free from all forms of abuse and harassment.
22. The patient has the right to consent to and receive visitors, whom he or she designates, including, but not limited to a spouse, domestic partner, another family member or friend. The patient has the right to withdraw or deny consent to visitors at any time. Visitation privileges are not restricted, denied or limited on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability, but can be limited when clinically indicated per Hospital policy.

Patients' Rights Process:

In adopting the above statement of Patients' Rights, PCH further acknowledges in this policy that:

1. All patients shall have impartial access to treatment, without regard to their race, religion, sex or sexual orientation, ethnicity, age or handicap.
2. All patients receiving care or treatment at PCH are free to exercise the rights set forth in this policy without coercion, discrimination or retaliation.
3. PCH will recognize and implement, to the extent permitted by law and by Hospital policy, efforts made by a surrogate decision maker (such as a parent, legal guardian, or person with health care power of attorney) to exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination or retaliation.
4. PCH will inform each patient, or when appropriate the patient's surrogate decision maker or representative (as permitted under state law) of the patient's rights, in advance of furnishing or discounting patient care, whenever possible.
5. PCH assures each patient the right to receive care in a safe setting and to be free from all forms of abuse and harassment.
6. PCH will respond in a timely manner and facilitate access by patients to their own medical records.

Patients' Responsibilities:

The collaborative nature of health care requires that patients and their family members or surrogates participate in their care. The effectiveness of care and satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities. Patients and their families are responsible for:

1. Providing complete information about past illnesses, hospitalizations, medications, and other matters related to the patient's health status.
2. Requesting clarification about any information or instructions that they do not fully understand, regarding their health status or treatment.
3. Ensuring that PCH has a copy of their written advance directive, if they have one.
4. Informing the physician and other caregivers if they anticipate problems in following the prescribed treatment.
5. Making reasonable efforts to abide by the rules, regulations, and procedures of the hospital, and to respect the rights of other patients.
6. Provide information necessary for insurance claims and billings to governmental programs, and making payment arrangements with PCH, when necessary.
7. Following medical advice and instructions regarding life-style changes that are recommended to protect and enhance the patient's health, to the extent possible.

So in caring for your patients, remember that every patient and family member is aware of his or her rights as a patient. It is important that staff adhere to this policy when delivering patient care.

Questions regarding the Patient Rights and Responsibility Policy may be directed to your supervisor, Social Services Department (ext. 389) or a member of the Senior Management Team.