



Title: Patient Rights and Responsibilities
Scope: Hospital
Index #: 8310-41

POLICY:

It is the goal of Shannon Medical Center to recognize, respect, and support your rights as a patient.

PROCEDURES:

As a patient at Shannon, you have the RIGHT:

- ❖ To receive a copy of Shannon Medical Center’s Patients- Rights upon admission to the hospital.
- ❖ To have access to adequate and appropriate medical and nursing care provided without regard to race, age, national origin, or source of payment for care.
- ❖ To effective communication as appropriate to age, understanding and language.
- ❖ To considerate and respectful care in a safe and secure environment.
- ❖ To an environment that preserves dignity and contributes to a positive self- image.
- ❖ To be free from mental, physical, sexual, verbal, and emotional abuse, neglect, exploitation or harassment, to include seclusion for behavior management.
- ❖ To be free from physical and chemical restraints that are not medically necessary.
- ❖ To have family member or representative and your own physician notified of your admission to the hospital upon request.
- ❖ To know the name and professional status of your physician(s) and all individuals responsible for the authorization and performance of medical procedures or treatments.
- ❖ To be informed of outcomes of care, including when the results of care significantly differ from expected results.
- ❖ To be kept informed of your health status and to participate in decisions regarding your care, including the right to request or refuse treatment in accordance with law and regulation. If medical treatment is refused, you have the right to be informed of the medical consequences of such action.
- ❖ For you or your decision maker to participate in the discussion of ethical issues and or resolve dilemmas involved in your care through consultation with the Hospital Ethics Committee. (Request by dialing extension 5000.)
- ❖ To observe and participate in religious activities and maintain individual and cultural identity.

- ❖ To assistive devices/interpreters for visual, hearing, speech, and language impairments. Assistive devices such as magnifying glasses, amplified telephones, and TDD services will be provided upon request.
- ❖ To be told if any proposed medications or procedures are of an experimental nature and the right to refuse to serve as a medical research subject, without jeopardizing access to appropriate medical care.
- ❖ To designate a decision-maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
- ❖ To formulate advance directives and to have your physician and healthcare workers comply with your directives.
- ❖ To privacy during medical examinations or treatment and in the care of personal or bodily needs.
- ❖ To confidentiality of personal and medical information, with access limited to those healthcare workers who are required to know or by those individuals (e.g. family members or legal representatives) given consent by you.
- ❖ For you or your legal representative to have access to information contained in your medical record in a timely manner. Photocopies of records will be provided, at a reasonable cost, within 30 days of written request.
- ❖ To allow your guardian, next of kin, or legal representative to exercise, to the extent permitted by law, these rights on your behalf.
- ❖ To receive, upon request an itemized statement of charges no later than 30 days from the date of discharge.
- ❖ To be examined and treated for an unstable medical condition through the emergency department as defined by EMTALA.
- ❖ To request access to child/adult protective services and client advocacy organizations.
- ❖ To have complaints investigated and promptly resolved. Patients or concerned representatives may seek immediate resolution by voicing complaints to the manager of the area or may call 657-5000.
- ❖ To report complaints against Shannon Medical Center to the Texas Department of Health, 1-888-973-0022.

Your Right to Receive Visitors:

As a patient, you have the right to receive visitors should you wish to do so. You may consent to receive visitors either orally or in writing including, but not limited to:

- Your spouse
- Children
- A domestic partner – including a same- sex domestic partner
- Another family member or
- A friend

You may withdraw your consent to receive specific visitors either orally or in writing.

It is our policy to not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

It is also our policy to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

There may be times when it is necessary to restrict access to visitors in order to safely provide for your medical needs, or to protect yourself or others. Such times may include, but not necessarily be limited to, the following:

- Providing medical and personal care and treatment
- Protecting you or your visitors from infection
- If a visitor becomes disruptive, threatening, or otherwise negatively impacts the care environment
- At your request

Pain Management

- To receive information about pain and pain relief measures.
- To have healthcare workers respond to your reports of pain promptly.
- To have your expressions of pain assessed and respected.

Partnering During Your Hospital Stay

Talk with members of your health care team – Feel free to ask questions about your care as well as express your values and preferences.

Describe symptoms and/or pain clearly – When asked about your symptoms, try to identify when your symptoms started, what time of day they happen, how long they last, how often they occur, and if they are getting better or worse.

Provide accurate and complete information about your past medical history to include a list of medications you currently take.

Understand your condition – If you don't understand your condition, medical tests or treatment discuss them with your health care provider. Take notes and ask questions throughout your stay.

Understand your medications – It is important to understand what medications you are taking, what they look like, in what dosage, at what times, why you are taking them, as well as potential side effects. Be alert to any changes in your medication routine.

Identifying yourself – You should identify who you are and why you're there. When undergoing a particular procedure (such as surgery or an x-ray), feel comfortable assisting in identifying a procedure site.

Understanding the direction of your care – Feel free to ask as many questions as necessary to understand the direction of your care.

Tell us concerns you may have about your care. In addition, let your care-giver know about any changes in your health care status as soon as you notice it.

Accepting responsibility – You and your family are responsible for the outcomes if you do not follow the care, services, or treatment plan prescribed for you. You are responsible for being considerate of other patients, helping to control noise and disturbances, following smoking policies and respecting others' property and for meeting financial obligations.

Partnering When You're Preparing to Leave the Hospital

Understand discharge medication orders – Your medications may be different from what you were taking at home. It is important to understand what medications you should now take, in what dosage, at what times, for what reason, as well as potential side effects. In addition, discard the old medications that you are no longer taking to reduce your risk of taking the wrong one.

Understand any instructions you're given – When you are preparing to leave the hospital, you will be given a list of instructions to follow. They may include items such as diet, exercise, changes to school or work, changing of dressings, and follow-up visits. If your primary language is other than English, let the case manager know. If you have difficulty hearing, or need the representative to speak more slowly, just let him or her know.

Share any special needs – Feel comfortable discussing any special needs as well as any concerns you may have. You and your family's safety and satisfaction are very important to us! If at any time during your stay you have any concerns, questions or suggestions for improving safety and satisfaction please contact your nursing manager or call patient relations at ext. 5000. Following your stay with us you may receive a customer service questionnaire; please know your comments are very important to us as we constantly work to improve your experience at Shannon.

Our Partnership Will Benefit Everyone!

RELEVANT REFERENCES:

N/A