

## Bill of Patient Rights

We want to encourage you, as a patient at Mid-Valley Hospital, to speak openly with your health care team, take part in your treatment choices, and promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at our hospital. We invite you and your family to join us as an active member of your care team.

### You Have the Right to:

- be informed of the hospital's rules and regulations as they apply to your conduct.
- receive access to medical treatment or accommodations regardless of age, gender, gender identity, race, sex, creed, sexual orientation, national origin, religion, physical handicap or sources of payment.
- receive considerate, respectful and compassionate care at all times and under all circumstances.
- receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- be called by your proper name and be in an environment that maintains dignity and adds to a positive self-image.
- know the identity and professional status of your caregivers.
- have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others rights, safety, or health. You also have the right to request no visitors.
- be informed of the nature of your condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- have your pain assessed and to be involved in decisions about treating your pain.
- be free from restraints and seclusion in any form that is not medically necessary.
- expect privacy, confidentiality and dignity in care discussions, exams and treatments consistent with providing you with good medical and psychiatric care. You may ask for an escort during any type of exam.
- access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
- participate in discussions about your care, treatment and services provided, including: the right to refuse treatment, end of life care decisions, and resuscitation decisions to the extent permitted by law. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- know if the medical treatment prescribed for you is for experimental purposes and to give your written consent to participate if you choose.
- know what patient support services are available, including access to an interpreter if language is a problem. The hospital will provide sign language and foreign language interpreters at no cost. Information given will be appropriate to your age, understanding and language. If you have vision, speech, hearing, and/or other

impairments you will receive additional aids to ensure your care needs are met.

- formulate Advance Directives and appoint a surrogate to make healthcare decisions on your behalf to the extent permitted by law.
- make a decision regarding organ and tissue donation with input from your physician, and when indicated, under the direction of family or surrogate decision maker.
- be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you need.
- receive detailed information about your hospital and physician charges as well as who is responsible for authorizing and performing your procedures or treatments.
- all communication and records about your care to be confidential, unless disclosure is permitted by law. You have the right to see or get a copy of your medical records. You may add information your medical records by contacting the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed.
- give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- have access to professionals to assist you with emotional and/or spiritual care.
- expect prompt and reasonable responses to your questions.
- be informed of medical alternatives for care or treatment.
- exercise your cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- participate in the discussion of ethical issues that may arise.
- express concerns about the care you receive without retribution or denial of care. If you have a problem or complaint, you may talk with your doctor, nurse manager, or department manager. Patient care concerns will be resolved in as timely a manner as possible.

### **You are Responsible for:**

- providing complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier, and employer when it is required.
- providing accurate and complete information to your healthcare providers about your present and past medical history, including present condition, past illness, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- reporting unexpected changes in your condition to your healthcare providers.
- providing the hospital or doctor with a copy of your advance directive if you have one.
- asking questions when you do not understand information or instructions. If you believe you can't follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and service plan.
- actively participating in your pain management plan and keeping your doctors and nurses informed of the effectiveness of your treatment.
- leaving valuables at home and only bringing necessary items for your hospital stay.
- being considerate of the rights of other patients and hospital personnel and to follow hospital policy and regulations regarding care and conduct, be mindful of noise levels, privacy and number of visitors.
- keeping appointments and, if you cannot, notifying the proper person.
- fulfilling your financial obligations to the hospital as promptly as possible.