



# PATIENTS RIGHTS AND RESPONSIBILITIES

Falls Community Hospital and Clinic understands and respects your right as our patient to a reasonable response to your requests and needs for treatment or service, within our capacity, our mission statement and applicable law and regulation.

## PATIENT RIGHTS

You, the patient, have the right to considerate and respectful care:

- the care of the patient includes consideration of the psychosocial, spiritual, and cultural variables that influence the perception of illness;

- the care of the dying patient optimizes the comfort and dignity of the patient through:

- treating primary and secondary symptoms that respond to treatment as desired by the patient surrogate decision maker; effectively managing pain; and acknowledging the psychosocial and spiritual or concerns of the patient and the family regarding dying and the expression of grief by the patient and family.

You, the patient, have the right to collaboration with your physician, to make decisions involving your health care, including:

- the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal: and

- the right to formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law:

The hospital has a mechanism to ascertain the existence of, and, as appropriate, assist in the development of advance directives at the time of your admission;

- the provision of care will not be conditioned on the existence of an advance directive; and

- an advance directive will be in the patient's medical record and will be reviewed periodically with you or your surrogate decision maker if you have executed an advance directive;

You, the patient, have the right to the information necessary to enable you to make treatment decisions that reflect your wishes; a policy on informed decision making has been developed by the medical staff and governing body and is consistent with any legal requirements.

You, the patient, have the right to communicate regarding your treatment. When needed, services are available for patients who are hearing impaired, blind, do not speak English, or otherwise have special communication needs.



You, the patient, have the right to receive, at the time of admission, information about the hospital's patient rights policies and the mechanism for the initiation, review and, when possible, resolution of patient complaints concerning the quality of care.

You, the patient, have the right, you or your designated representative, to participate in the consideration of ethical issues that arise in your care. The hospital has a mechanism for the consideration of ethical issues arising in the care of patients and will provide education to care givers and patients on ethical issues in health care;

You, the patient, have the right to ask and be informed of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.

You, the patient, have the right to be informed of any human experimentation or other research or educational projects affecting your care or treatment;

You, that patient or your legally designated representative, have to the right to have access to the information contained in your medical record, within the limits of the law; and

Your guardian, next of kin, or legally authorized responsible person has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient:

- has been adjudicated incompetent in accordance with the law;

- is found their physician to be medically incapable of understanding the proposed treatment or procedure;

- is unable to communicate their wishes regarding treatment; or

- is a minor.

You, the patient, have the right, within the limits of the law, to personal privacy and confidentiality of information;

You, the patient, have the right to receive care in a safe setting, and to be free from all forms of abuse and harassment.

You, the patient, have 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.

You, the patient, have the right not to be transferred to another facility unless you have received a complete explanation of the need for the transfer and of the alternatives to such a transfer.

You, the patient, have the right to expect reasonable continuity of care when appropriate and to be informed by doctors and other caregivers of available and realistic patient care options following your discharge from the hospital.



## **PATIENT RESPONSIBILITIES**

The partnership nature of health care requires that patients, or their families/surrogates, take part in their care. The effectiveness of care and patient satisfaction with the treatment depends, in part, on the patient fulfilling certain responsibilities. The following are patient responsibilities:

You, the patient, are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, past medical history and other matters relating to your health. To participate effectively in decision making, patients are responsible for asking for additional information or explanation about their health status or treatment when they do not fully understand information and instructions.

You, the patient, are responsible for telling their doctors or other care givers if you expect problems in following prescribed treatment and to report unexpected changes in your condition.

You, the patient, are responsible for following the treatment plan established by your physician, including following the instructions of nurses and other health professionals as they carry out the physician's orders.

You, the patient, are responsible for keeping appointments and for notifying the facility or physician if you are unable to do so.

You, the patient, are responsible for your actions should you choose to refuse treatment or not follow physician orders.

You, the patient, should be aware that a person's health depends on much more than health services. Patients are responsible for recognizing the impact of their lifestyle on their personal health.

You, the patient, should be aware of the hospital's duty to be reasonably efficient and fair in providing care to other patients and the community. The hospital's rules and regulations are intended to help the hospital meet this responsibility. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff, and hospital employees.