

OZARKS MEDICAL CENTER

SUBJECT: Patient Rights and Responsibilities **POLICY NO.** 8145.1072.06.16

SCOPE: Leadership / Patient Rights and Organizational Ethics **DISTRIBUTION:** All Departments

ISSUED BY: Jo Wagner RN BSN ACM **ORIGINAL DATE EFFECTIVE:** 03/15/96

APPROVED BY: Kim Thompson, CFO

COMMITTEE APPROVAL: Ethics Committee 5/17/16 **REVIEWED:** 11/97, 11/04, 06/06
Administrative Council 6/14/16

REVISED: 01/99, 02/02, 04/03,
11/05, 12/09, 06/13,
06/16

I. PURPOSE:

Ozarks Medical Center is dedicated to the belief that all patients have a fundamental right to care that is provided in a manner that respects their dignity, cultural, psychosocial and spiritual values and that does not discriminate on the basis of race, color, religion, age, gender, sexual orientation, national origin, disability or source of payment. We believe that all patients should be informed of their rights and their responsibilities in the care process.

II. POLICY:

- A. All patients utilizing the services of the medical center are informed of their rights and responsibilities depending on the service involved.
1. All observation and in-patient admissions are given a copy of the Patient's Rights and Responsibilities at the time of admission.
 - a. *If a non-incapacitated person has a designated representative, OMC will provide the representative with a copy of the patient rights in addition to the patient.*
 - b. *If a patient is incapacitated and has a designated representative such as a durable power of attorney for health care named in an advance directive document, OMC will provide the representative with the patient rights document.*
 - c. *For patients who are incapacitated but do not have an advance directive designating a representative, a copy of the patient rights is given to the person who is a spouse, domestic partner, parent of minor or other family member present.*
 - d. *A patient may name a representative either orally or in writing and the relationship continues throughout the patient's inpatient stay or*

outpatient visit unless the patient ceases to be incapacitated and expressly withdraws the designation, either orally or in writing.

2. *Outpatients are provided access to patient rights information by posted information at access points.*

B. An enlarged framed copy of the document is posted in the admission area in the main building and in the registration areas of all other medical center facilities, including all OMC clinics and outpatient areas.

Patients who are unable to read or do not understand English have the right to have the document read to them in a language they will understand.

Physicians, nurses, and other care givers respect the family's rights to be informed and knowledgeable regarding an individual's care. Such participation includes the right of a competent patient to limit such family participation.

Patient Rights and Responsibilities

Patient Rights

As your health care provider, Ozarks Medical Center is committed to the protection of each patient's rights. As a patient or the patient's representative, you are entitled to know your rights and to exercise them, as follows:

- **Your Dignity:** You have the right to be treated with dignity. You have the right to considerate, compassionate and respectful care appropriate to your age in all stages of health or illness.
- **Your Care and Services:** You have the right to expect that OMC will give you necessary health services to the best of our ability, within our capability and mission, and in compliance with law and regulation.

You have the right to receive pastoral care or visits from a chaplain upon your request.

You have the right to pain management.

- **Consent:** You have the right to consent to or refuse a treatment, as permitted by law and regulation, throughout your period of care. If you refuse a recommended treatment, you will receive other needed and available care. Your rights to accept or refuse medical or surgical treatments extend to foregoing or withdrawing life-sustaining treatment or withholding resuscitative services.

You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.

- **Your Care Decisions:** Ozarks Medical Center respects your right to make health care decisions, based on your values, beliefs, and your personal, cultural, psychological and spiritual preferences. You have the right to be well informed about your illness and to be informed in advance of possible treatments, the plan of care, likely outcomes and to discuss this information with your doctor.

You have the right to have other persons, such as family members, be involved in your care decisions. You also have the right to limit any or all family participation.

You have the right to be told of realistic alternatives when hospital care is no longer appropriate.

You have the right to obtain a second opinion from a licensed professional of your choice (which may be at your own expense).

You have the right to access the ethics committee that meets on a regular basis to review policies, procedures and concerns related to medical ethics. The ethics committee is available to patients and family members should there be a need to address concerns regarding care decisions.

- **Transfer:** You have the right to be informed of risks, benefits and alternatives when transfer or referral is recommended. You will not be transferred until the other institution agrees to accept you.
- **Communication:** You have the right to have your physician and family member notified promptly of your admission to the hospital.

You have the right to language assistance so that you may receive communications regarding your rights, your medical condition and other information critical to your care and care decisions, in your preferred language and in a way that you can understand.

If restrictions on communication are imposed, the reason will be explained by the staff or provider.

- **Identification:** You have the right to know the names, professional qualifications and roles of people treating you.
- **Privacy and confidentiality:** You have the right to privacy, unless limited for clinical or safety indications, which may include privacy during procedures as well as for visitors, mail and telephone use. The medical center, clinic, your doctor and others caring for you will protect your privacy as much as possible.

You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When we release records to others, such as insurers, we emphasize that records are confidential.

You have the right to review your medical records and to have the information explained, except when restricted by law.

- **Visitors:** You have the right to refuse designated or all visitors including, but not limited to, a spouse, domestic partner and other family members, or a friend. You may withdraw or deny consent for visitation at any time. The hospital may limit or restrict visitation for clinical reasons.

- **Your Safety:** You have the right to receive care in a safe setting free from all forms of abuse, neglect, harassment, seclusion, exploitation or other forms of endangerment.

You have the right to access protective and advocacy services through resources we can provide.

You have the right to freedom from restraints used in the provision of care, unless clinically necessary.

- **Your Environment:** You have the right to maintain and use personal possessions to the maximum extent that space and safety permit and to have your property treated with respect.

You have the right to an environment that preserves dignity and contributes to a positive self image.

- **Rules, regulations and relationships:** You have the right to know about hospital rules that affect you and your treatment and about charges and payment methods.

You have the right to know if OMC has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.

- **Complaints:** You have a right to voice a complaint regarding care or treatment that is (or fails to be) furnished and to receive a timely response to your complaint. If you have a question, concern or complaint regarding your care at OMC, please discuss it with your nurse or the department director. If you feel your complaints have not been resolved or your rights not respected, you have the right to file a formal grievance with the hospital administrator at 417-257-6728.

You also have the right to file a complaint with the Missouri Department of Health, P.O. Box 570, Jefferson City, MO 65102; 800-392-0210 available 365 days per year from 8 a.m. to 8 p.m. In Arkansas you can call 501-661-2000 or toll-free 1-800-462-0599 or write the Arkansas Department of Health, 4815 W Markham St., Slot 23, Little Rock, AR 72205.

Ozarks Medical Center is a Joint Commission-accredited health care organization. You have a right to report any concerns regarding patient care and/or safety directly to the Joint Commission, either by calling 800-994-6610 or e-mailing complaint@jointcommission.org.

Behavioral Healthcare clients may file a complaint directly to Client Rights Monitor, Department of Health, P.O. Box 687, Jefferson City, MO 65102.

Ozarks Medical Center will not discriminate on the basis of race, color, marital status, religion, age, gender, sexual orientation, national origin, disability or source of payment.

Patient Responsibilities

- You are responsible for providing accurate and complete information about your health, including past illnesses, hospital stays and use of medicine. You also are responsible for reporting perceived risks in your care and unexpected changes in your medical condition to the responsible practitioner.
- You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- You are responsible for following the treatment plan developed by your doctor. You should express any concerns you have about your ability to follow the proposed course of treatment. The hospital will make every effort to adapt the treatment plan to meet your specific needs and limitations. Where such adaptations are not recommended, you should understand the consequences of failing to follow the recommended course of treatment or of using other treatments.
- If you believe you can't follow through with your treatment, you are responsible for telling your doctor.
- If you refuse treatment or fail to follow the doctor's instructions, you are responsible for the outcomes. Your health depends on the decisions you make in your daily life. You are responsible for recognizing the effect of lifestyle on your personal health.
- You are responsible for following the hospital's rules and regulations concerning patient care and conduct.
- You and your visitors are responsible for being considerate of other patients and hospital personnel by not making unnecessary noise, smoking or causing distractions. You are responsible for respecting the property of other persons and that of the hospital.
- You are responsible for providing information for insurance and for working with the hospital to arrange payment, when needed.
- If you have a written health care directive, you should provide a copy to the medical center, your family and your doctor.

 **Ozarks Medical Center**
The Right Care, Right Here rev. 6-1-13