Patient Rights and Responsibilities Policy and Procedure

Purpose
Astria Sunnyside Hospital and Clinics (ASHC’s) believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and wellbeing of our patients. We, therefore, strive to treat our patients with respect and dignity. In order to provide quality health care to our patients and their families, ASHC’s maintains that our patients have the following rights:

Audience
All Astria Sunnyside Health Employees

Key Concepts and Terms
N/A

Policy
Hospital staff will protect and promote each patient’s rights
Patient rights and responsibilities will be clearly communicated to patients and staff.

Procedure
Patient Rights
1. Each patient or their representative, when appropriate, will be informed of their rights in a language he understands prior to initiating or discontinuing treatment, whenever possible.

2. Each patient has the right to impartial access to treatment, regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap.

3. The patient has the right to participate in the development of and to make informed decisions regarding his plan of care.
a. The patient has a right to be informed of his status and prognosis.
b. The patient has a right to request or refuse treatment although this is not to be
construed as a mechanism for demanding treatment or services deemed medically
unnecessary or inappropriate.
c. The patient has a right to make decisions about his plan of care without coercion,
discrimination or retaliation.

4. The patient has a right to have a surrogate (parent, legal guardian, person with medical
care power of attorney) exercise the patient’s rights when the patient is incapable of doing so
without coercion, discrimination or retaliation.

5. The patient has the right to be fully informed of and to consent or refuse to participate
in any unusual, experimental or research project without compromising his care or
services.

6. The patient has a right to formulate advance directives.

7. The patient has a right to have a family member or representative of his choice and his
own physician notified of his admission to the hospital.

8. The patient has a right to personal privacy.

9. The patient has a right to receive care in a safe setting.

10. The patient has a right to be free from all forms of abuse or harassment.

11. The patient has a right to the confidentiality of his clinical records.

12. The patient has a right to access information contained in his clinical records within a
reasonable timeframe.

13. The patient has a right to be free from restraints of any form which are not medically
necessary to provide immediate physical safety of the patient, staff members or others.
Restraints must be discontinued at the earliest possible time.

14. The patient has a right to know the professional status of any person providing his care
or services.

15. The patient has the right to know the reasons for any proposed changes in the
Professional Staff responsible for his care.
16. The patient has the right to know the reasons for his transfer either within or outside the facility.

17. The patient has the right to know the relationship of the facility to other persons or organizations participating in the provision of his care.

18. The patient has the right to the cost, itemized when possible, of services rendered within a reasonable period of time.

19. The patient has the right to be informed of the source of the facility’s reimbursement for his services and any limitations which may be placed on his care.

20. The patient has the right to have pain treated as effectively as possible.

21. The patient’s family has the right of informed consent or refusal of donation of organs and tissues in the event of the patient’s death.

22. The patient’s family has the right to request an autopsy of the deceased patient.

23. The patient has the right to request a bioethics review.

24. Process for prompt resolution of patient grievance, a formal written or verbal complaint filed by the patient when staff cannot resolve a patient issue promptly:

25. Through the Astria Sunnyside Health Quality Patient Advocate adhering to the CMS guidelines for Grievance and Complaints

26. The patient has the right to have access to protective services.

27. The patient has the right to be involved in ALL aspects of their care, including and resolving problems with care decisions.

28. The patient has the right to be informed of unanticipated outcomes.

29. The patient has the right to be informed and agree and participate in their plan of care.

30. The patient has the right to have family input in their care decisions

31. The patient has the right to END of life care

32. The patient has the right to donate organs and other tissue, including the right to have medical staff input, direction from family, or a surrogate decision maker.
**Patient Responsibilities**

1. To be responsible for following instructions and to take responsibility for outcomes if instructions are not followed
2. To understand discharge instructions, including what medication to take and whether they are scheduled for follow up visits
3. To inform personnel of desired changes in Advance Medical Directives
4. To provide accurate insurance information to the hospital
5. To provide accurate and complete health information to the hospital
6. To follow instructions and ask for clarification, as necessary
7. To follow hospital rules and regulations
8. To respect the rights of others

**Implementation/Education Plan**

Mandatory review for all staff on PolicyTech

**Related Documents**

- Patient Visitation Policy (10070_-1)
- Patient Visitation Rights
- Informed Consent Policy and Procedure
- Advance Directives
- Pt Complaints and Grievance Policy and Procedure
- Restraint and Seclusion Policy and Procedure

**References**