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Franciscan Health™

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Owner Jessica Dunn: Div
Program Director
Patient
Experience
Area Patient Rights/
Ethics
Applicability NW Region
References Administrative,
RegCompliance

Notice of Patients Rights and Responsibilities on Admission, 390.00

PURPOSE

To assure all patients and their legal representative have been informed of their patient rights and responsibilities on admission.

POLICY

It is the policy of the Northwest (NW) Region of CommonSpirit Health to recognize and respect the rights of all patients. Discrimination in any form is prohibited. Patients receiving any health care services in the NW Region shall be informed of these patient rights as well as their responsibilities.

SUPPORTIVE DATA

- [Addendum A: Patient Rights/Responsibilities/Standards/Acknowledgement](#)
- [Addendum B Notice of Interpreter Services](#)
- [Complaint Management \(Patient Grievance\) Policy #320.00](#)
- [Grievances Related to Complaints of Discrimination Policy, Clinical A-019](#)
- [Grievances Related to Complaints of Discrimination Procedure, Clinical A-019P](#)
- [Non-Discrimination Under the American with Disabilities Act \(ADA\) Policy, Clinical A-021](#)
- [Patient Visitation Rights Policy #393.00](#)
- [Consent for Treatment Policy #400.00](#)

- CFR 482.13 Conditions of Participation: Patient's Rights
- Joint Commission Standards, Current Edition
- Americans with Disabilities (ADA)
- Ethical/Religious Directives for Catholic Health Care
- Oregon State Senate Bill 1606: <https://olis.oregonlegislature.gov/liz/2020S1/Downloads/MeasureDocument/SB1606/Introduced>

PROCEDURE

Each patient/legal representative is asked to sign the **Notice and Acknowledgment of Patient Rights/Responsibilities** at registration or admission. Each patient/legal representative should be offered a written copy of the hospital's Patient's Rights and Responsibilities. Every effort possible is made to provide this information in advance of providing or discontinuing care. The patient rights/responsibilities information may also be made available to patients throughout their stay upon request

Outpatients in certain therapeutic programs involving ongoing courses of treatments or therapies may sign an acknowledgement for an entire course of therapy or treatment prior to the first treatment, and a single form may be signed for the entire course of treatment or therapy if:

1. The department has a written policy describing a process for a special population that has ongoing therapy or treatment. The policy describes the time frame for obtaining signatures for ongoing therapies or treatments. The time frame must be at least annually.
2. The patient (or legal representative) is informed of this provision for the acknowledgement requirement. A copy of the acknowledgement is provided to the patient or representative. A note in the medical record is written at the time of the signature denoting the acknowledgement.
3. The acknowledgement is re-obtained, re-documented, and scanned into the electronic health record (EHR) at least annually. A note is written in the medical record at the time of the signature denoting the acknowledgment.

SIGNAGE

Notice of Patient Rights/Responsibilities signs must be posted conspicuously. The signs should be placed at the main entrance to the hospital, the emergency department entrance, and all registration areas. Additional locations for posting the signs may be determined by the organization.

Notice of Patient Rights/Responsibilities signs must be posted conspicuously. It is crucial that the posted signs meet organizational approved design standards and display the most current date/version provided by the marketing department. During construction, renovation, painting, or relocation projects, it is the responsibility of the service manager to ensure that the most recent sign is prominently displayed.

The hospital grievance information sign is conspicuously posted in the emergency department and other designated locations as determined by the organizations.

Access to Interpreter signs are also posted conspicuously in the main entrance to the hospital, the emergency department entrance and all registration areas of the organization.

RESPONSIBILITY

Patient Access/Registration staff is responsible for providing the patient/legal representative with the "Patient Rights/Responsibilities – Notice and Acknowledgment" form. The patient/legal representative is asked to read, acknowledge, and sign that they have received the information.

Leadership is responsible for keeping current procedures in the department relating to the Patient Rights/Responsibilities notices and educating staff in the implementation of the procedures. Staff are required to document on the acknowledgement form if the information cannot be provided due to the patient's condition or if the legal representative is not immediately available. Patient Access plays a critical role in ensuring that the most up-to-date acknowledgement is available in the EHR and at all registration locations

Complaints relating to discrimination or violations of patient rights are managed through coordination between Patient Relations/Experience, Risk, and Patient Safety.

Hospital Staff are responsible for being knowledgeable of the standards and processes supporting patient rights and incorporating them into their day-to-day patient interactions.

Facilities are responsible for ensuring that signs advising patients of their rights and grievance information are posted in the main entrances of the hospital, emergency departments, registration areas, and other appropriate public locations as determined by the organization. The signage should be visible at the main entrance, emergency services entrance, and services/programs throughout the organization where patients are registered.

Marketing is responsible for assuring current patient rights/responsibility information posters are accurate and available and posted on the INTERNET.

Regulatory is responsible for assuring current and accurate content is disclosed on written hospital disclosures, pamphlets, and notices of patient rights and responsibilities provided at registration.

PATIENT RIGHTS

AS A PATIENT in the NW Region of CommonSpirit Health, YOU HAVE THE RIGHT TO:

- Not be discriminated against because of race, age, beliefs, color, religion, culture, language, ethnicity, socioeconomic status, social, physical or mental disability, sex, sexual orientation, gender identity or expression, or your ability to pay for care
- Receive considerate, compassionate, and respectful care. You will be treated with dignity, and free from neglect, exploitation, abuse, harassment, racism, or discrimination. All of our patients have the right to be free from physical or mental abuse.
- Share advance directives to guide your future treatment, in accordance with laws and regulations, policies, and the hospital's capabilities
- Receive quality care in a safe setting, to access protective and advocacy services, and to be free from abuse and harassment.
- Access appropriate medical screening examination or treatment for medical conditions that are available at our facilities and that are medically necessary. Our goal is to collaborate with

you and align your personal health and life goals regardless of the ability to pay for such services.

- Be free from restraints and seclusion of any form that is not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Have your pain managed while receiving care and services.
- Have the right to confidential treatment of all communications and records pertaining to your care and stay. You will receive a separate Notice of Privacy Practices that explains your privacy rights in detail and how we may use and disclose your medical information.
- Have the right to have your personal privacy respected. Case consultations, examinations, treatments, are confidential and should be discreetly conducted.
- Have the right to know the name and role of the individual(s) responsible for, as well as those providing your care, treatment and services.
- Have the right to be informed by your doctor of your diagnosis, treatment, and prognosis so that you can make informed decisions regarding your care. This should be based on an explanation of your condition in and all proposed procedures and treatment, including the possibility of any risks or side effects, problems related to recovery, and the probability of success.
- You have the right to understand the risks and benefits of not having the proposed procedures and treatment.
- Have the right to have information given to you in a way you are able to understand.
- Communication services are provided upon request, free of charge, for you or your companion, during all hours, for written and verbal information such as:
 - Qualified Medical Interpreters for spoken and sign languages.
 - Translation, magnifiers, large print, audio, accessible electronic formats, and reading services
 - Auxiliary Aids and Services to overcome communication barriers including but not limited to persons who are Deaf or Hearing-Impaired or who have impaired vision, speaking or manual skills.
- Ask questions, discuss, and make decisions regarding your care. You know yourself the best, which is why we listen to your health goals and partner with you to achieve them.
- Receive treatment that is not conditioned upon having an advanced directive.
- Have your personal, cultural, spiritual values and beliefs honored when deciding your treatment options.
- Have the right to have someone of your choosing to participate in the decision making with you and be notified if you are admitted, discharged, or transferred from the hospital.
- Under Oregon State Senate Bill 1606: Our NW Oregon facility patients:
 - All persons who have contact with patients are clearly identified by name, function, and photo identification
 - Each patient admitted to the Hospital or Emergency Department (ED) with a disability including but not limited to a physical, intellectual, behavioral, cognitive impairment, Autism, dementia, deafness, hard of hearing, or other communication

barrier that limits their ability to communicate with staff, make health care decisions, or engage in activities of daily living due to a disability has the right to:

- Designate three support persons and have at least one support person be present with patient at all times in the ED and hospital, when necessary, to ensure effective communication and facilitate patient care.
 - One support person designated by the patient is present for any discussion which the patient is asked to elect hospice care or to sign an advance directive or other instrument allowing the withholding or withdrawing of life-sustaining procedures or artificially administered nutrition or hydration, unless the patient requests to have the discussion outside of the presence of a support person
- Have the right to request consultation of a specialist, ethicist or spiritual chaplain at any time.
 - Have the right to give, cancel, or withhold consent (permission) for any treatment option including for end of life and life-sustaining treatments.
 - Have the right to donate tissue and organs based on your registry designation or with the involvement of your surrogate.
 - Voice concerns or complaints about your care or treatment without fear of retribution or impact in the quality of your care.
 - Right to submit a formal grievance at your chosen facility or location and receive a written response.
 - Right to further contact any of the agencies listed below if you would like to file a complaint outside of the location or facility.:
 - Washington Department of Health Complaint line at: 1-800-633-6828 or 360-236-4700
 - Joint Commission's Office of Quality monitoring at 1-800-994-6610
 - Oregon Health Authority (OHA) Complaint line at 1-800-442-5238

PATIENT RESPONSIBILITIES

AS A PATIENT AT OUR HOSPITAL, YOU HAVE THE RESPONSIBILITY TO:

- Have consideration and respect of those around you, including those providing care or receiving it.
- Avoid threats, violence, disrespectful communication or harassment about any person's identity (including age, beliefs, color, creed, culture, ethnicity, gender identity or expression, language, national origin, physical or mental disability, sex (including pregnancy), sex characteristics, sexual orientation, socioeconomic status, or veteran status) on the hospital premises identity will not be tolerated and may result in your exclusion or removal from the facility.
- Not bring weapons, participate in illegal activity, smoking, or vaping of any kind on the premises will be tolerated.

- Provide accurate and current health information to your health care team. Report unexpected changes in your condition.
- Tell us about your advance directives and provide documentation to our staff.
- Participate in making decisions about your health, following directions as prescribed by your physician and accepting responsibility for your choices. This includes notifying your providers if you are unable to keep an appointment or follow medical advice.
- Tell your care providers if you have special needs your health-care team should know about.
- Respect the rights, safety, and privacy of others.
- Follow care facility rules, policies, instructions and regulations in place to support safe and quality care for all.
- Understand your financial responsibilities and options for financial assistance.

SERVICE ANIMALS

Individuals with disabilities have a right to be accompanied by a trained service animal or dog guide, although pets are not permitted. The care and supervision of the service animal is solely the responsibility of the owner. Our NW Region Facility staff are not able to provide care, food, grooming, activity or a special location for the animal. If the animal's presence or behavior poses a health or safety risk, it will need to leave the facility and staff may assist in meeting accommodation needs.

PATIENT VISITATION RIGHTS

We are committed to ensuring a safe, secure, and respectful environment for everyone - including our patients, visitors, clinicians, providers, health-care teams, and employees. Visitors are welcome at all of our NW regional facilities. Family and friends play a key role in helping loved ones recovery and well-being. Patients of the NW region may enjoy visitation privileges consistent with the patient preference and subject to the hospital's policies.

- Patients who are capable of making decisions have the right to choose who can visit them. This includes anyone important to the patient, regardless of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, citizenship, primary language, or immigration status
- Patients have the right to designate visitors and may also appoint a support person to exercise their visitation rights on their behalf. All visitors designated by the patient (or support person where appropriate) are entitled to visitation privileges that are no more restrictive than those of immediate family members. The designation of a support person does not extend to the medical decision making.
- Visitors are held to the same safety standards as patients during encounters on the hospital premises. Threats, violence, disrespectful communication or harassment about any person's

identity (including age, beliefs, color, creed, culture, ethnicity, gender identity or expression, language, national origin, physical or mental disability, sex, sex characteristics, sexual orientation, socioeconomic status, or veteran status) on the hospital premises identity will not be tolerated.

- Visitors may need to check-in daily prior to visitations at the hospital entrances.
- The hospital may impose clinically necessary or reasonable restrictions or limitations on patient visitation when necessary to respect all other patient rights and to provide safe care to patients.
- Visitors who require medical assistance (i.e. toileting, medication administration, surveillance for wandering) will be asked to provide their own escort for assistance while visiting the hospital.
- If an escort for a visitor is not available, staff may assist in arranging alternative plans to safeguard the patient, visitor and staff.
- Hospital staff should not provide medical assistance to patient visitors unless it is a medical emergency

The hospital may impose clinically necessary or reasonable restrictions or limitations on patient visitation when necessary to respect all other patient rights and to provide safe care to patients. A justified Clinical Restriction may include, but need not be limited to one or more of the following: (i) a court order limiting or restraining contact; (ii) behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment; (iii) behavior disruptive of the functioning of the patient care unit; (iv) reasonable limitations on the number of visitors at any one time; (v) patient's risk of infection by the visitor; (vi) visitor's risk of infection by the patient; (vii) extraordinary protections because of a pandemic or infectious disease outbreak; (viii) substance abuse treatment protocols requiring restricted visitation; (ix) patient's need for privacy or rest; (x) need for privacy or rest by another individual in the patient's shared room; or (xi) when the patient is undergoing clinical intervention or procedure and the treating health care professional believes it is in the patient's best interest to limit visitation during the clinical intervention or procedure.

REQUIRED REVIEW

Regulatory, Risk, Patient Access, Ethics

Paper copies of this document may not be current and should not be relied on for official purposes. The current version is on the organization intranet.

Attachments

[Addendum A - Patient Right and Responsibilities Notice and Acknowledgment.9.6.24 \(1\).pdf](#)

Approval Signatures

Step Description	Approver	Date
Final Step	Joan Vansickle: Document Control Coord	11/25/2024
	Jessica Dunn: Div Program Director Patient Experience	11/22/2024

Applicability

OR-Mercy Medical Center, OR-St. Anthony Hospital, WA-St. Anne Medical Center, WA-St. Anthony Hospital, WA-St. Clare Hospital, WA-St. Elizabeth Hospital, WA-St. Francis Hospital, WA-St. Joseph Medical Center, WA-St. Michael Medical Center, WA-Virginia Mason Franciscan Health, WA-Virginia Mason Medical Center

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