

PATIENT BILL OF RIGHTS

It is the policy of Twin Creeks Hospital to recognize the rights of all our patients. We believe that an informed patient, taking an active interest in his or her care, will be happier emotionally and will achieve a more satisfactory outcome.

PATIENT RIGHTS

1. The patient has the right to impartial access to treatment or hospital accommodations regardless of race, creed, sex, age, disability, disease process, national origin or sources of payment for care.
2. The patient has the right to considerate, respectful care at all times and under all circumstances in recognition of his/her personal dignity. The patient's individuality will be respected, psychological and spiritual needs considered, and differences in cultural and educational background will be taken into account, as well as any specialized or age specific needs.
3. The patient has the right, within the law, to his/her privacy by:
 - a) refusing to talk with or see anyone who is not officially connected with the healthcare facility or directly involved in his/her care;
 - b) wearing appropriate personal clothing or religious items, as long as they do not interfere with diagnostic exams, his/her treatment, or do not pose a danger to him/her;
 - c) expecting private surroundings during interviews and examinations;
 - d) expecting any discussion or consultation about his/her care to be done as discreetly as possible with no one present who is not directly involved in his/her care without his/her permission.
 - e) expecting that his/her medical record be read only by those directly involved in his/her treatment or the monitoring or assessment of its quality and by others only with his/her written authorization;
 - f) expecting reasonable provision of protective privacy when needed for his/her personal safety.
4. The patient has the right to expect reasonable safety in the hospital environment.
5. The patient has the right to know the names of those who are providing his/her care and who is primarily responsible for that care. He/she has the right to refuse participation in research or experimental procedures. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decision respecting the patient.)
6. The patient has the right to receive information from his/her primary provider regarding his/her diagnosis (to the degree that is known), his/her treatment and any known prognosis. He/she has the right to expect this information in language and terms that he/she can understand (When it is medically inadvisable to give such information to the patient, it should be made available to a legally authorized person.)
7. The patient has the right to see visitors and to communicate with others outside the health care facility by telephone or in writing.
8. The patient who does not speak English has the right, whenever reasonably possible, to an interpreter.

9. The patient has the right to participate in decisions and ethical issues concerning his/her care and to be given information by his/her physician concerning his/her condition, suggested treatment or procedures, and any risk or side effects. Where medically significant, the patient should be informed of alternatives in his/her care or treatment. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decision respecting the patient.) The patient should give voluntary, competent and informed consent to any contemplated procedure. In the event that the patient is incapable of giving consent, appropriate consent will be sought, whenever possible, from his/her legal guardian or other authorized person.
10. The patient, at his/her own request and expense, has the right to consult with another physician.
11. The patient may refuse treatment to the extent permitted by law. If he/she or his/her legal guardian refuses treatment that prevents the provision of appropriate care, according to professional standards, the relationship with the patient may be terminated by his/her physician upon reasonable notice.
12. The patient has the right to produce an advance directive that details the amount of care he/she would want if he/she should not be able to make those divisions for himself/herself. He/she has the right to the same medical care, whether he/she has an advance directive or not.
13. The patient (or his/her next of kin or legally responsible person) has the right to complete information and an explanation concerning any need for his/her transfer to another facility and the alternative to such a transfer. (The facility to which the patient is to be transferred must first have accepted the patient for transfer.) The patient has the right to be informed by his/her physician of any continuing health care requirements following discharge from the hospital. (In instances where the patient is under a legal disability, these rights will, when feasible, be accorded, as well, to the party legally responsible for medical decision respecting the patient.)
14. The patient has the right to request an itemized explanation of his/her bill for hospital services.
15. The patient has a right to information regarding hospital rules and regulations applicable to his/her conduct as a patient.
16. The patient has the right to information on how to issue a complaint and the hospital mechanism for reviewing and resolving patient complaints.
17. The dying patient has a right to comfort, dignity, appropriate treatment and pain management and the acknowledgement of his/her psychosocial and spiritual needs and those of his/her family.
18. The patient has the right to have a family member or representative of his/her clinical records within a reasonable time frame.
19. The patient has the right to access information contained in his/her clinical records with a reasonable time frame.
20. The patient has 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.
21. The patient has the right to information about pain associated with disease process or treatment and procedures to be performed, and short and long term pain relief measure.

Included in this is the expectation that pain will be managed to the level that he/she considers acceptable.

PATIENT RESPONSIBILITIES

1. The patient has the responsibility to provide, to the best of his/her ability, accurate and complete information regarding his/her medical history, current condition, hospitalizations, medications, known communicable disease, and other matters relation to his/her health.
2. That patient should report any unexpected changes in his/her condition to the responsible nurse and physician. He/she should also make it known whether he/she clearly understands a suggested treatment or procedure, expected outcomes, and level of discomfort or pain expected with treatment or procedure He/she should have a clear understanding of what is expected of him/her.
3. The patient should discuss with his/her physician and nurse options for pain management and report to his/her physician and nurse when pain is not relieved to the level of tolerance or comfort that he/she finds manageable.
4. The patient is responsible for following the instructions given by his/her physician, nurses and allied health personnel in carrying out the treatment or care plan. He/she is responsible for keeping appointments or notifying the physician if he/she cannot do so.
5. When treatment is refused by the patient, he/she is responsible for his/her actions and for any consequences of his/her refusal of treatment or refusal to follow his/her physician's instructions.
6. The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled promptly.
7. The patient is responsible for following hospital rules and regulations affecting patient care and conduct.
8. The patient has the responsibility for being considerate of the rights of other patients and hospital personnel. He/she is expected to assist with the control of noise, to comply with the smoking policy of the hospital and policies regarding visitors. The patient is responsible for the care of the property of health care facility and other persons.