

## **PATIENT RIGHTS & RESPONSIBILITIES**

### **PATIENT'S RIGHTS:**

1. The patient shall have the right to privacy, which shall be protected by the hospital and the attending physician without regard to their economic status or the source of payment for their care. Individuals not involved in the patient's care will not be permitted access to the patient/or their healthcare information in any manner.
2. The patient's privacy and individual dignity shall be maintained in all areas of examination and treatment within the hospital.
3. The confidentiality of the patient's disclosures, within the law, shall be accorded the patient. This right of confidentiality shall include the right of the patient to decide to participate in the clinical training programs and/or the gathering of data for research purposes.
4. The patient has the right to know from those responsible for their care:
  - The name and position of the physician who is primarily responsible for their care.
  - Know the names, positions and functions of any hospital staff involved in their care and be able to refuse their treatment, examination or observation.
  - Receive complete information about their diagnosis, treatment and prognosis.
  - Alternatives for care or medical treatment where medically significant.
  - Receive all the information needed to give informed consent for any proposed procedure or treatment. This information will include the possible risks and benefits of the procedure or treatment.
  - Right to participate in ethical issues that may arise in the provision of his/her treatment.
  - Receive all the information needed to give informed consent for an order not to resuscitate as well as the right to designate an individual to give consent for them if they are too ill to do so.
  - The probable duration of the hospital stay.
  - Receive adequate instruction in self-care in the interim between visits to the hospital or to the physician
5. Communication between the patient and the physician or the hospital must accommodate, where possible, the ethnic, cultural and language variation of the patient.
6. In compliance with the Patient Self-Determination Act of 1990:
  - Adult patients have the right to control the decisions relating to the rendering of their own medical care, including the right to accept or refuse medical or surgical treatment (and to be informed of the possible medical outcomes of their action) and have the right to formulate advance health care directives.
  - No patient shall be discriminated against or have care conditioned on whether or not advance health care directives have been executed.
7. The patient has the right to expect the following from the hospital:
  - A reasonable response to their request for services within the capacity of the hospital.
  - An explanation of their bill regardless of the source of payment and to receive information or be advised of the availability of sources of financial assistance, if any.
  - To be informed concerning hospital rules and regulations applying to their conduct as a patient.
  - Access to his/her medical record information within the limits and specific provisions of applicable law.
  - Information about the hospital's mechanisms for initiation and resolution of patient complaints or conflicts.
8. No patient shall be discriminated against based on any disabilities as set forth in the Americans with Disabilities Act.
9. A copy of the Patient's Bill of Rights will be provided to all patients and will also be posted in accessible areas throughout the hospital. The Bill of Rights is available in English and other languages. Interpreters are available as needed without charge.
10. The organization acknowledges the need for a balance between outside communication during a patient's stay and the need for sustained periods of quiet for restorative purposes. Visiting hours will be posted for specific departments.
11. When necessary, after a patient assessment, a physician and or nurse may determine that limiting visitors, phone calls or written communication is in the best interest of the patient. The nursing or medical staff will discuss the limitations with the patient, family and/or health care agent and will document this discussion in the patient's medical record.
12. The organization respects the patient's right to confidentiality by asking the patient on registration how they would like to be addressed (i.e. a number or first or last name).
13. Pastoral services will be available for the spiritual needs for all patients.
14. The organization respects the patient's right to effective Pain Management.
15. The hospital must provide interpreting and translating services as needed, at no cost to the patient.
16. The hospital communicates with the patient who has vision, speech, hearing or cognitive impairments in a manner that meets the patient's needs.
17. The hospital honors the patient's right to give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than their care.
18. The hospital protects the patient and respects their rights during the research, investigation, and clinical trials.
19. The patient has the right to be free from neglect, exploitation; and verbal, mental, physical, and sexual abuse.
20. The patient has the right to an environment that preserves dignity and contributes to a positive self-image.

## PATIENT'S BILL OF RESPONSIBILITIES:

1. To provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medication and other matters relating to their health.
2. To report unexpected changes in their condition to the responsible practitioner as soon as possible.
3. To make it known whether they understand a contemplated course of action and what is expected of them.
4. For following to the best of their ability the plan for medical care as recommended by the physician primarily responsible for their care.
5. To keep appointments and, when unable to do so, to notify the hospital with sufficient time to reschedule.
6. For their actions if they refuse treatment or does not follow the practitioner's instructions.
7. For assuring that the financial obligations of their health care are fulfilled as promptly as possible.
8. For following hospital rules and regulations regarding patient care and conduct.
9. For assisting in the control of noise and the number of visitors.
10. To comply with the "No Smoking" Policy as posted and assist staff in their efforts to provide a smoke free environment for all.
11. For being respectful of the property of other persons and of hospital.
12. For being considerate of the rights of others.
13. To complete the patient evaluation form which is used to provide information to the hospital, to improve the quality of care.

**ATTENTION:** if you speak another language, you have free language assistance services at your disposal. Call 1-718 240 -5020.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-718 240 -5020.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電1-718 240 -5020.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-718-240-5020.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-718-240-5020.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-718- 240-5020.

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-718-240-5020.

אויפגעראקאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך היילף סערוויסעס פריי פון אפצאל. 1-718-240-5020 רופט

লক্ষ্য করুন: যদি আপদন বাংলা, কথা বলতে পাতেন, োহতল দন:খেচায় ভাষা সহায়ো পদেতষবা উপলব্ধ আতো। ফ ান করুন ১-718-240-5020.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-718-240-5020.

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل رقم (1-5020-240-718) والبيكم الصم هاتفب (1-xxx-xxx-xxxx-1 برقم

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-718-240-5020.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-5020-240-718۔

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-718-240-5020.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-718-240-5020.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-718-240-5020.