



SECTION: Administration/Patient Rights
POLICY: Patient Rights and Responsibilities

EFFECTIVE DATE: 3/1/2017
REVISION DATE: 2/28/2017, 6/19/2017
REVISION #: 7
REVIEW DATE: 2/28/2017, 6/19/2017

PURPOSE:

To clearly state the rights and responsibilities of all patients and to show our commitment to respecting those rights in all that we do.

POLICY:

A. All patients are informed of their rights and responsibilities on admission to the medical center. All patients are given a written copy of their rights.

B. Patient Rights

You Have the Right:

As a patient of Paris Regional Medical Center you can expect the following:

1. To be treated with respect, dignity and compassion in a safe setting; and to receive reasonable responses to reasonable requests for service.
2. The hospital respects the needs of patients for confidentiality, privacy and security.
3. The patient has the right to be free from neglect, exploitation; and verbal, mental, and physical and sexual abuse.
4. The hospital will provide care, treatment, and services to patients within its capability and mission and in compliance with laws and regulations.
5. The hospital will respect the patient's rights to receive information regarding the individual(s) responsible for, as well as those providing, his or her care, treatment, and services.
6. The hospital respects the patient's cultural and personal values, and preferences.
7. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
8. The hospital will accommodate the right to religious and other spiritual services for our patients.
9. Each patient will receive information on admission regarding their rights and responsibilities including the extent to which the hospital is able, unable or unwilling to honor advance directives if the patient has an advance directive.
10. The existence or lack of an advance directive will not determine the patient's access to care, treatment, and services.
11. The patient will be provided access, may request amendment to and will receive an accounting of disclosure regarding his or her health information in accordance with laws and regulations.
12. The hospital will respect the patient's right to participate in decisions about his or her care, treatment, and services, including the right to have his or her family and physician promptly notified of his or her admission to the hospital.
13. Patients will be involved in resolving dilemmas about care, treatment, and services.
14. A surrogate decision maker, as allowed by law, will be identified, involved, and make decisions when a patient cannot make decisions regarding his or her care, treatment, or services.



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15. The hospital provides the patient or surrogate decision maker with the information regarding the outcomes of care, treatment and services that the patient needs in order to participate in current and future health care decisions.
16. The hospital informs the patient or surrogate decision maker about unanticipated outcomes of care, treatment or services that relate to sentinel events defined by The Joint Commission
17. The hospital and/or licensed independent practitioner responsible for managing the patient's care, informs the patient or surrogate decision –maker about unanticipated outcomes of care, treatment, and services that relate to sentinel events considered reviewable by The Joint Commission.
18. The family, as appropriate and as allowed by law, with permission of the patient or surrogate decision maker will be involved in care, treatment, and services decisions.
19. The hospital will honor the patient's rights to give or withhold informed consent.
20. The hospital will honor patient's rights to give or withhold informed consent to produce or use recordings, film, or other images of the patient for purposes other than his or her care.
21. The patient has the right to an environment that preserves dignity and contributes to a positive self-image.
22. Patients have the right to refuse care, treatment, or services in accordance with laws and regulations.
23. The hospital will address and honor patient decisions about care, treatment, or services received at the end of life.
24. The hospital will honor a patient's wishes regarding organ donation within the limits of the law and the hospitals capacity.
25. Patient and their families, when appropriate will be informed about the outcomes of care, treatment and services that have been provided, including unanticipated outcomes.
26. The hospital will respect the patient's right to and need for effective communication in a manner that he or she understands. The hospital provides language interpreting and translation services as needed to patients. Information is also provided to patients who have vision, speech, hearing, or cognitive impairments in a manner that meets the patient's needs.
27. The hospital will receive, review and when possible, resolve complaints from patients their families.
28. The hospital will inform patient, families and staff the process of complaint resolution as needed.
29. The hospital will plan support, and coordinate activities, services, and resources to ensure that pain is recognized and addressed appropriately and in accordance with the care, treatment, services provided including accessing, education and managing pain.
30. The hospital will assist patients with discharge planning, and accessing protective and advocacy services.
31. The patients will be provided information regarding their responsibilities while receiving care, treatment, and services.
32. The hospital will allow family, friends and others to be present with patients, as requested by the patient for emotional support during the course of the hospital stay.
33. The patient has a right to receive or restrict visitors. The hospital has a patient visitation policy, and will accommodate visitors as requested by patient keeping within clinically necessary or reasonable restrictions or limitations.
34. The hospital will protect the patient and respect his or her rights during research, investigation, and clinical trials.



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C. Patient Responsibilities

You Have the Responsibility:

1. To provide accurate and complete information about your present medical condition, past illnesses, hospital stays and any other matters concerning your health, including the use of medications.
2. To provide a copy of your Advance Directive (if you have one) to the hospital and to your physician.
3. To notify your physician if the information you receive about your diagnosis, treatment, plan of care or prognosis is not adequate or if you do not understand it.
4. To cooperate and follow the care prescribed for you by your physicians, nurses or other health professionals. To report unexpected changes in your condition.
5. To work with your healthcare team to develop a pain management plan.
6. To follow the diet that is prescribed by your physician. If additional nourishment snacks are needed, please contact your nurse or physician for an appropriate order to assure that your health is maintained.
7. To be respectful of those around you, including other patients, visitors and staff. Any rude, threatening, demeaning comments or behaviors are not allowed. To assure a safe environment for all, anyone—including family and visitors—will be asked to leave the campus if they exhibit disruptive behavior.
8. To comply with our visiting policies.
9. To not leave the unit or treatment area without checking in with the staff and obtain a physician order.
10. To honor our no smoking policy at all times.
11. To not take any drugs or medications that is not ordered by the physician. This is a drug free campus.
12. To examine your bill and ask any questions you may have regarding the charges or methods of payment.
13. To accept your financial obligations associated with your care. To furnish the hospital staff with all information and documents required by the insurance company or federal/state agencies which will or may undertake the payment of your facility charge in accordance with the requirements of federal or state regulations.



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14. To advise your nurse, physician, nurse manager, social worker or an administrator of any dissatisfaction you may have with regard to your care in the hospital.
15. To assist your physician and the hospital staff in facilitating a safe environment.
16. To inform the staff if you feel unsafe at any time during your stay.
17. To report any unexpected changes in the patient's condition to the patient's healthcare provider.
18. To follow all medical center policies and procedures while being considerate of the rights of other patients and Paris Regional Medical Center personnel and properties, and for assisting in the control of noise and distraction.
19. To follow the treatment plan developed with the practitioner and understand the consequences of treatment alternatives and non-compliance with the proposed course of treatment.
20. To abide by your Patient Care Contract, if any.

You also have the right to:

Lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions, or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO)

Texas Department of State Health and Human Services

- **Complaint hotline:** (888) 973-0022
- **Email:** hfc.complaints@dshs.state.tx.us
- **Fax:** (512) 834-6653
- **Mailing address:**
Health Facility Compliance Group (MC 1979)
Texas Department of State Health Services
P.O. Box 149347
Austin, TX 78714-9347

Mark clearly on the envelope "Confidential"

If you have a Medicare complaint you may contact:

- State Quality Improvement Organization (QIO) as noted above.



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Regarding Problem Resolution, you have the right to:

Express your concerns about patient care and safety to facility personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concern and questions cannot be resolved at this level contact the accrediting agency indicated below:

- The Joint Commission
Phone: (800) 994-6610
Fax: (630) 792-5636
Email: complaint@jointcommission.org
Mail: Office of Quality Monitoring/The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

We want you to have the best possible care, and we consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your physician and other health professionals, you help make your care as effective as possible. Paris Regional Medical Center encourages respect for the personal preferences and values of each individual.

APPROVED BY:

Sharron Bonner _____
ORIGINATOR and date

Steve Hyde, CEO 9/7/17 _____
Board of Trustees and date

Steve Hyde, CEO 9/7/17 _____
ADMINISTRATIVE and date

Amanda Green, MD 7/27/17 _____
MEC and date