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POLICY STATEMENT

The purpose of this policy is to describe the Hospital's responsibilities to its patients, and the patients' responsibilities to the hospital. Patients shall be treated in accordance with this policy.

Patient rights and responsibilities material is available in Patient Registration areas. Inpatients are provided with materials that describe their rights and responsibilities upon admission.

PATIENT RIGHTS

1. A patient will not be denied appropriate care on the basis of race, religion, color, national origin, gender, age, disability, marital status, sexual orientation, height, weight, or source of payment.
2. A patient has the right to confidential treatment of their Protected Health Information (PHI) as outlined in Policy 314 – Confidentiality and Release of PHI. A patient has the right to inspect, obtain a copy and request to amend (by placing additional information, not by deleting or changing information) their PHI subject to limitations under HIPAA and other applicable laws. A patient has the right to receive notice of Hospital Privacy Practices and receive an accounting of who has had access to their PHI. A patient has the right to file a complaint with the Beaumont Compliance Office, or with the U.S. Secretary of the Department of Health and Human Services about how their PHI was handled.
3. A patient has a right to courtesy, respect, dignity, responsiveness, and timely attention to his or her needs. The effectiveness and safety of care, treatment and services does not depend on the patient's ability to pay.
4. A patient is entitled to privacy, to the extent feasible, in treatment and in caring for personal needs with consideration, respect and full recognition of his or her dignity and individuality.
5. **A patient is entitled to receive adequate and appropriate care, and to receive, from the appropriate individual within the hospital, information about his or her medical condition, proposed course of treatment, and prospects for recovery, in terms that the patient can understand, unless medically contraindicated as documented in the medical record by the attending physician or a mid-level provider to whom the physician has delegated the performance of medical care services.**
6. **A patient is entitled to obtain the most effective pain relief that may safely be provided. A pain management plan will be established for each patient as appropriate taking into account the patient's medical condition, comfort, age, setting and /or environment. The patient and / or family will receive information about pain, pain assessment and the use of drugs or other methods of pain relief, if applicable.**

PATIENT CARE – CORPORATE POLICIES

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PATIENT RIGHTS (Cont'd)

7. Patients and / or the families of patients **(with the patient's approval)** have the right to participate in decisions regarding treatment and course of therapy. Support **at the end of life** will be provided to foster comfort and dignity by managing pain, addressing the treatment of primary and/or secondary symptoms, and attending to the spiritual, cultural, psychosocial and continuing care needs of both the patient and family through a Hospice Consult, Palliative Care Consult, Spiritual Care Services, Social Work or a representative of the patient's ethnic culture (arranged by Social Work). The patient and family have the right to participate in the plan for the care setting at the end of life. Recognizing the importance of family support at the end of life, a family friendly environment will be encouraged through the involvement of family members in direct patient care as appropriate and relaxation of visiting restrictions to the extent possible.
8. A patient has the right to formulate advance directives and to have hospital staff comply with these directives **(see Corporate Patient Care Policy #494 for recommendations in the ambulatory setting)**.
9. A patient is entitled to refuse treatment to the extent provided by law and to be informed of the consequences of that refusal. When a refusal of treatment prevents the hospital or its staff from providing appropriate care according to ethical and professional standards, the relationship with the patient may be terminated upon reasonable notice.
10. When a patient needs protective services (eg, guardianship or advocacy services, conservatorship, or child or adult protective services), the hospital provides resources to help family and courts determine the patient's needs for such service. The hospital maintains a list of names, addresses and telephone numbers of patient advocacy groups, such as a state authority or a protection and advocacy network. The hospital gives the list of patient advocacy groups when requested.
11. A patient is entitled to information concerning any research or experimental procedure proposed as part of his or her care and shall have the right to refuse to participate or withdraw from research without jeopardizing his or her care.
12. A patient is entitled to receive and examine an explanation of his or her bill regardless of the source of payment and to receive, upon request, information relating to financial assistance available through the hospital.
13. A patient or his or her legal representative has the right to make informed decisions regarding his or her care. A patient is entitled to know who is responsible for and who is providing his or her direct care, is entitled to receive information concerning his or her continuing health needs and alternatives for meeting those needs, and to be involved in the development and implementation of his or her plan of care and discharge plan, as appropriate. **The patient's right to participate in care is not to be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.**

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PATIENT RIGHTS (Cont'd)

14. A patient is entitled to associate and have private communications and consultations with his or her physician, attorney, or any other person of his or her choice and to send and receive personal postal mail unopened on the same day the hospital receives it, unless medically contraindicated or disruptive to hospital operations as documented by the attending physician in the medical record. A patient's civil and religious liberties, including the right to available choices, shall not be infringed and the hospital shall encourage and assist in the fullest possible exercise of these rights. A patient may meet with, and participate in the activities of social, religious, and community groups at his or her discretion, unless medically contraindicated or disruptive to hospital operations as documented by the attending physician in the medical record.
15. A patient has the right to receive care in a safe setting and to be free from all forms of abuse, neglect, harassment or coercion. A patient is entitled to be free from any form of seclusion or restraint not medically necessary or that is used as a means of coercion, discipline, convenience or retaliation by staff. All use of seclusion or restraints must be authorized in writing by a physician for a specified and limited time, implemented in the least restrictive manner possible and removed at the earliest possible time.
16. A patient is entitled to have a family member or representative of his or her choosing and the patient's own physician promptly notified of his or her admission to the hospital.
17. A patient, and / or his or her legal representative, is entitled to be informed in advance of providing or discontinuing patient care and of his or her patient rights.
18. A patient is entitled to be free from performing services for the hospital that are not included for therapeutic purposes in the plan of care.
19. A patient is entitled to information about the hospital rules and regulations affecting patient care and conduct.
20. **The hospital provides interpreting and translation services as necessary to afford patients with vision, speech, hearing or cognitive impairments an equal opportunity to participate in or benefit from hospital goods, services, facilities, advantages and accommodations.**
21. **A patient must give informed consent for photographs or other images of the patient for purposes other than treatment.**
22. The above rights may be exercised on the patient's behalf, if the patient is incapable of rendering a decision by the patient's surrogate. This may be a court-appointed guardian, advocate appointed under a durable power of attorney for health care, or next of kin in order of priority, or by a parent or guardian of a minor.

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PATIENT RESPONSIBILITIES

1. A patient is responsible for following the hospital rules and regulations affecting patient care and conduct.
2. A patient is responsible for providing a complete and accurate medical history.
3. A patient is responsible for making it known whether he or she clearly comprehends a contemplated course of action and the things he or she is expected to do.
4. A patient is responsible for following the recommendations and advice prescribed in a course of treatment by a physician when there is mutual understanding and agreement about the treatment.
5. A patient is responsible for providing information about unexpected complications that arise in an expected course of treatment.
6. Patients are **strongly encouraged** to discuss end-of-life decisions with their family and physicians and make their wishes known. Such a discussion might include writing an advance directive.
7. Patients are **strongly encouraged** to be committed to health maintenance through health-enhancing behavior. Illness can often be prevented by a healthy lifestyle, and patients must take personal responsibility when they are able to avert the development of disease.
8. A patient is responsible for being considerate of the rights of other patients and hospital personnel and property.
9. A patient is responsible for providing the hospital with accurate and timely information concerning his/her sources of payment and the ability to meet financial obligations.
10. Patients are expected to treat hospital staff, visitors and other patients with respect and to refrain from language and behavior that is offensive, abusive or intimidating.
11. Patients who display serious behavior problems may be asked to agree to a list of behavioral expectations. Failure to sign or comply may result in discharge from the Hospital.

PROCEDURES:

- 313-1 Handling Patient Concerns / Grievances
- 313-2 Service Recovery Program

RELATED POLICIES:

Policy 314, Confidentiality and Disclosure of Protected Health Information

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