

# **Carroll County Memorial Hospital**

## **Bill of Rights**

### **Patient's Rights Policy**

Carroll County Memorial Hospital supports the rights of each patient and is committed to ensuring the protection of those rights in its provision of care, treatment and services. To this end, Carroll County Memorial Hospital recognizes and affirms the following patient rights:

1. The patient has the right to reasonable and impartial access to treatment that is medically indicated, regardless of race, creed, sex, national origin, handicap, disability, age, color or sources of payment.
2. The patient has the right to considerate, respectful care at all times and under all circumstances, with the recognition of personal dignity and respect to personal values and the patient's psychosocial, emotional and spiritual needs shall be served to the fullest extent possible.
3. The patient has the right to formulate advanced directives and designate a representative to make healthcare decisions on his/her behalf in the event he/she is unable to do so. The staff will take reasonable steps to determine the patient's wishes concerning designation of a representative. The patient shall receive care regardless of whether or not the patient has executed an advance directive.
4. The patient has the right, within the law, to personal privacy, safety and confidentiality of information; including, without limitation, as follows:
  - Wearing of appropriate personal clothing and religious or other symbolic items, provided such items do not interfere with diagnostic procedures or treatment;
  - To be free from medically unnecessary restraints;
  - To be free from abuse and harassment;
  - Examination and treatment in surroundings with reasonable visual and auditory privacy;
  - Utilization of privacy curtains and doors by medical staff;
  - Discussion and/or consultation involving the patient case to be conducted discreetly;
  - Access to the patient's medical record by the patient and individuals designated by the patient upon request within a reasonable time frame;
  - Access to the patient's medical record and information only by those healthcare professionals directly involved in the patient's care or who are monitoring the quality of the patient's care, or by individuals authorized by law; and
  - Opportunity to request a transfer to a different patient room if another patient or visitor is unreasonably disturbing him/her and another room is available that is equally suitable for the patient's care needs.
5. The patient and the patient's family have the right to know the identity and professional status of any individual providing service to them and to know which physician is primarily responsible for the care; including the professional relationship among caregivers and their relation to other healthcare and/or educational institutions.
6. The patient and the patient's family have the right to expect that medical services rendered will be continuously evaluated and reviewed to optimize competency and quality of care.
7. The patient and the patient's family have the right of access to an interpreter if they do not speak or understand the predominant language of the community.
8. The patient and the patient's family have the right to obtain from their physician, in terms they can reasonably be expected to understand, complete and current information concerning diagnosis, risks and benefits of treatment, and any known prognosis. Based upon this information, the patient and the patient's family have the right to participate in decisions regarding the patient's medical care and treatment, including pain management.
9. The patient should not be subjected to any procedure without informed consent or the consent of the legally authorized representative, except in emergency situations. Where medically significant alternatives for care or treatment exist, the patient and family shall be so informed.

10. The patient and the patient's family have the right to know who is responsible for authorizing and performing procedures and treatment.

11. The patient and the patient's family have the right to be advised if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting care or treatment; they have the right to refuse to participate in any such activity.

12. The patient and the patient's family have the right at their own request and expense, to consult with another physician.

13. The patient and the patient's family have the right to refuse medically necessary treatment including life-prolonging treatment to the extent permitted by law and to be informed of significant medical consequences of this action.

14. The patient and the patient's family have the right to receive a complete explanation of the need for the transfer and the risks and benefits of transfer to any other facility, and of the alternative to such a transfer.

15. The patient and the patient's family have the right to be informed, by the physician, of any continuing healthcare requirements following discharge from the hospital.

16. The patient and the patient's family have the right to request and receive an itemized explanation of the total bill for services, regardless of the source of payment.

17. The patient and the patient's family have the right to participate in the consideration of any ethical issues that may arise in the provision of his/her care, including access to the appropriate ethics committee of the facility.

18. The patient and the patient's family have the right to timely notice prior to termination of eligibility for reimbursement 'by any third-party payor for the cost of care.

19. The patient and the patient's family are entitled to a safe and secure environment safeguarded by clinical personnel and security staff.

20. The patient and the patient's family have the right to present complaints and grievances, to be informed of the mechanism to do so, and 'to receive a response from the hospital that addresses the complaint.

Presentation of a complaint will in no way compromise the patient's future access to care. The patient also has the right to file a complaint with the Kentucky Cabinet for Health Services at 502-595-4079 if concerned about patient abuse, neglect or misappropriation of property while in the hospital.

21. The patient and the patient's family have the right to be informed of hospital policies implementing these rights and the right of the patient's family or legally authorized representative to exercise these rights if the patient becomes legally incompetent, medically incapable of understanding proposed treatment or procedures, unable to communicate his/her wishes regarding treatment, or is a minor.

22. The patient has the right to request that an identified family member and/or the patient's personal physician be promptly notified of the patient's admission to the hospital.

23. The patient and the patient's family have the right to be informed of hospital policies implementing these rights. The patient and the patient's family have the following responsibilities:

- To provide, to the best of their knowledge, complete information about present complaints, unexpected changes in condition, past illnesses, hospitalizations, medications, and other health-related matters;
- For assuring the physician that they understand the recommended treatment plan and what is expected of them, and that they will follow that treatment plan;
- For their actions if they refuse treatment or do not follow the physician's instructions;
- For following hospital rules and regulations affecting care and conduct;
- For being considerate of the rights and property of other patients, the hospital and hospital personnel;
- For assuring that the financial obligations of the care are fulfilled as promptly as possible.
- To observe the rules related to our tobacco free environment.

*A copy of the statement on patient's rights will be provided to each patient or patient's representative upon admission.*