

# Patient Rights

**St. Elias Specialty Hospital provides medical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.**

## **Patient Rights**

Every patient shall have the following rights, none of which shall be abridged by the hospital or any of its staff;

- You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity, or disabilities.
- You have the right to receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- You have the right to be called by your proper name and to be in an environment that maintains dignity and adds to a positive self-image.
- You have the right to be told the names of your doctors, nurses, and all health care team members directing and/or providing your care. These people shall identify themselves by introduction and/or by wearing a name tag.
- You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- You have the right to designate visitors and the right to withdraw consent for designated visitors at any time, either orally or inwriting. Visitors may include, but are not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Visitation privileges will not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Visitation may be limited at times due to individual clinical determinations.
- You have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.

- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You have the right to be free from restraints and seclusion in any form that is not medically required.
- You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments. You may ask for an escort during any type of exam.
- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
- You, family, and friends with your permission, have the right to be informed and participate in decisions about your care, treatment and services provided. You have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences. If you leave the hospital against the advice of your doctor, the hospital and doctors will not be responsible for any medical consequences that may occur.
- You have the right to agree or refuse to take part in medical research studies. You may withdraw from a study at any time without impacting your access to standard care.
- You have the right to communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
- You have the right to make an advance directive, appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help to complete one.
- You have the right to receive from your physician the information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, information for informed consent will include, but not necessarily limited to the specific procedure and/or treatment and the medically significant risks involved.
- You have the right to be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- You have the right to receive detailed information about your hospital and physician charges.
- You can expect that all communication and records about your care are confidential, unless disclosure is permitted by law.
- You have the right to see or get a copy of your medical records. You may add information to your medical record by contacting

the Medical Records Department. You have the right to request a list of people to whom your personal health information was disclosed.

- You have the right to give or refuse consent for recordings, photographs, films, or other images to be produced or used for internal or external purposes other than identification, diagnosis, or treatment. You have the right to withdraw consent up until a reasonable time before the item is used.
- If you or a family member needs to discuss an ethical issue related to your care contact your nurse or physician.
- You have the right to spiritual services. Chaplains are available to help you directly or to contact your own clergy. You can reach a chaplain by contacting your nurse.
- You have the right to be informed if the hospital has authorized other health care and/or educational institutions to participate in treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.
- You have the right to be informed in writing about the hospital's policies and procedures for initiation, review, and resolution of patient's complaints.

You are encouraged throughout your stay to understand and exercise your rights as patients. You have the right to voice your concerns about the care you receive and recommend changes in services to a member of the hospital staff and others, free from restraint, interference, coercion, discrimination or reprisal, including threat of discharge. If you have a problem or complaint, you may talk with your doctor, charge nurse or contact 561-3333 to speak to any of the following hospital representatives:

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| 1. Hospital Chief Executive       | 564-2206 |
| 2. Hospital Chief Nursing Officer | 564-2289 |
| 3. Hospital Compliance Officer    | 564-2205 |
| 4. Human Resource Director        | 564-2224 |