

PATIENT RIGHTS

PATIENTS HAVE THE RIGHT TO RESPECTFUL CARE

- To be treated with dignity and respect
- To wear religious or symbolic items, unless they interfere with health care procedures or violate others' rights
- To ask for translation services or other methods that serves their visual, speech or hearing conditions
- To access cultural, religious, and psychological services
- To receive up-to-date information about their care and health condition in terms that you can understand
- To the accommodation of special equipment to accommodate physical limitations
- To safe, equitable, considerate care at all times
- To not be discriminated against in the provision of health care services, consistent with the benefits covered in their policy and/or as required by law, based on race, ethnicity, national origin, religion, sex, age, current or anticipated mental or physical disability, sexual orientation, genetic information, or source of payment

PATIENTS HAVE THE RIGHT TO QUALITY CARE

- To receive skilled and compassionate care from each member of our staff
- To receive health care for their whole self, body, and mind
- To be free from any form of physical or chemical restraint, which are medically unnecessary or are used as a means of coercion, discipline, convenience, or retaliation by staff
- To access advocacy or protective services and to be free from all forms of abuse and harassment

PATIENTS HAVE THE RIGHT TO KNOW ABOUT THEIR TREATMENT

- To participate in their care plan process in a way that they understand
- To refuse to give their consent for treatment or services if they have received information that they do not understand
- To continual care, including information about the recommended care after discharge
- To receive information regarding their diagnosis, procedures, treatment, and prospects for recovery

- To receive information regarding the potential benefits, risks, complications, and side effects of proposed treatments
- To receive information about alternative care and services available
- To request a copy of their medical records from our facilities

PATIENTS HAVE THE RIGHT TO KNOW ABOUT THEIR HEALTHCARE TEAM

- To know the identity and professional status of the team members involved in their care
- To receive information on our policies related to their treatment
- To receive an explanation as to the relationship, if any, among our health care facility, educational institutions, other health care providers, or payers that may influence their treatment

PATIENTS HAVE THE RIGHT TO MAKE DECISIONS ABOUT THEIR OWN CARE

- To decide whether they want to consent to treatment, care and services
- To withdraw consent at any time, as allowed by law
- To request a second opinion from another physician
- To be given information about advance directives and to get help from staff to create, review, or change an advance directive
- To make decisions about their health care at the end of life
- To have organ donation wishes followed in line with our legal responsibilities and resources
- To have guardians, family members, or others to represent them if they cannot make their own decisions
- To include or exclude any or all family members from participating in their health care decisions

PATIENTS HAVE THE RIGHT TO PRIVACY

- To have personal privacy respected
- To be afforded security and confidentiality of information, including all medical records and communications concerning their medical history and treatment to the extent provided by law
- To decide of those not directly involved in their care, who may be present during consultation, examination, and treatment