

BATES COUNTY MEMORIAL HOSPITAL
Butler, Missouri

TRAINING MODULE: PATIENT RIGHTS AND RESPONSIBILITIES

PURPOSE:

To promote and ensure the rights and responsibilities of patients.

POLICY:

It is the policy of Bates County Memorial Hospital (“BCMh”) to provide quality care to all patients in a considerate, respectful, and cost-effective manner. Patients have both the right and responsibility to be an active participant in their care planning and treatment.

PROCEDURE:

All patients admitted to Bates County Memorial Hospital will be given a copy of the Patient Rights and Responsibilities during the registration process. Patient Rights and Responsibilities information will also be available in the inpatient handbooks.

PATIENT RIGHTS

Patients have the right to:

- Participate in the development and implementation of a plan of care.
- Make informed decisions regarding your care. This right includes being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment.
- Assurance that staff will follow current standards of practice for patient environmental safety, infection control, and security.
- Appoint a surrogate to make health care decisions on your behalf to the extent permitted by law.
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Be informed of any aspects of the advance directive that the hospital will not implement due to institution-wide or individual physician’s conscientious objection.
- Be treated with dignity and respect.
- Receive information in a manner you understand.
- Personal privacy.
- Non-discrimination on the basis of race, color, sex, national origin, gender, pregnancy status, sexual orientation, age, religion, disability, veteran status, gender identity or expression, or any other basis prohibited by federal, state, or local law.

- Be informed of your visitation rights, including any clinical restrictions or limitations.
- Be informed of your right, subject to your consent, to receive the visitors you designate including, but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend and your right to withdraw or deny such consent at any time.
- Be informed, upon request, regarding general information pertaining to services received.
- Have a family member or representative and the physician of choice notified promptly of your admission.
- Access clinical records as quickly as record keeping system permits. The hospital must not impede the legitimate efforts of individuals to gain access to their own clinical records and must actively seek to meet these requests as quickly as the record keeping system permits.
- Protective oversight while a patient in the hospital.
- Receive care in a safe setting.
- Have personal possessions brought to the hospital reasonably protected.
- Be informed of your health status, including diagnosis and prognosis.
- Have your clinical records kept confidential.
- Be provided, at no cost, auxiliary aids, and services (including interpreter) if disabled (deaf, hard of hearing, blind, or other sensory or manual impairment).
- Be free from all forms of abuse, neglect, harassment, or corporal punishment.
- Participate in your discharge planning, including being informed of available services options and choices of agencies that provide the service.
- Receive care to make you as comfortable as possible if you are dying, including spiritual needs regarding death.
- Obtain, upon request, the name and specialty of the physician or others responsible for your care.
- Receive a detailed copy of your bill, even if insurance is paying.
- Be informed of hospital's grievance policies and procedures including who to contact and how.
- File a formal or informal verbal or written grievance and to expect a prompt resolution of the grievance.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by the staff.
- Safe patient handling through the use of equipment, tools, and policies to reduce manual lifting and the risk of injury to you or hospital staff. Staff members should explain how the equipment is used for your safety and comfort.
- Appropriate assessment and management of pain.
- Be fully informed of your responsibilities.

PATIENT RESPONSIBILITIES

Patients have the responsibility to:

- Provide information about past illnesses, hospitalizations, medications, and other matters related to your health.
- Keep scheduled appointments and notify the hospital when you are unable to do so.
- Ask questions when you do not understand your care, treatment, and services.
- Participate in the development of the plan for care, treatment, and services.
- Be considerate of other patients.
- Respect hospital property and follow hospital rules governing visitation, noise, smoking, and use of equipment.
- Notify staff when you feel your rights have been violated.
- Provide adequate information for processing and payment of your bill.

Included with the Patient Rights and Responsibilities will be contact information for the Office of Civil Rights, Missouri Medicare Quality Improvement Organization (KEPRO), Missouri State Department of Health, and the Center for Medicare and Medicaid Services. Contact information for Bates County Memorial Hospital will be included in the Patient Rights and Responsibilities in the event the patient wants to file a complaint or grievance.