

PATIENT RIGHTS AND RESPONSIBILITIES

We believe there are rights and responsibilities that contribute to more effective patient care and greater satisfaction for the patient, the practitioner, and the hospital. Patients have the right to a dignified existence, self-determination, and communication with and access to persons/services inside and outside of the hospital. If you do not believe that these rights and responsibilities are being adequately upheld, please talk to your nurse or the patient representative. All patients have the right to access care regardless of race, creed, sex, national origin, diagnosis or source of payment.

PATIENT RIGHTS

Patients have the right:

- to considerate and respectful care and to be treated with honesty, dignity, respect and with reasonable accommodation of individual needs except where the health, safety, or rights of the patient or other individuals in the hospital would be endangered. It is recognized that every patient is an individual who has feelings, preferences, personal needs and requirements;
- to participate in decisions about treatment and care planning. Patients have the right to information communicated in a manner that is understandable to patients;
- to have a family member or representative and his/her own physician notified promptly of his/her admission to the hospital;
- to choose a personal MD/DO from among those who have practice privileges. If the MD/DO of the patient's choosing fails to fulfill a given requirement, such as frequency of MD/DO visits, the facility will have the right, after informing the patient, to assist the patient in seeking alternate MD/DO participation to assure provision of appropriate and adequate care and treatment;
- to be fully informed in advance about care and treatment or any changes in such that may affect the patient's well-being. Each patient has the right to be informed of the name, specialty, and way of contacting the physician responsible for his or her care;
- to be informed orally and in writing all of the patient's legal rights at the time of admission and to be kept apprised of changes in these rights. Receipt of such information and amendments to it, must be acknowledged in writing;
- to information about pain and pain relief measures;
- to health care professionals who respond quickly to reports of pain;

- to be free from physical, verbal, sexual or mental abuse, corporal punishment, involuntary seclusion, and any physical or chemical restraints imposed for purposes of discipline or convenience and not required to treat the patient's medical symptoms;
- to care that is considerate and respectful of his/her personal values and beliefs by hospital personnel in support of the Jones Regional Medical Center commitment to quality patient care;
- to ask for proper identification of all persons providing care;
- to share any concerns or complaints related to patient care with their nurse, or patient representative without fear of interference, coercion, discrimination or reprisal from the hospital;
- to reasonable response to requests and needs for treatment or service (within the hospital capacity and to the extent permitted by law);
- to self-administer drugs if the interdisciplinary team has determined that this practice is safe for the patient;
- to receive complete and current information regarding their diagnosis, treatment and prognosis, unless it is medically inadvisable to do so. In such cases, information will be shared with an appropriate person on behalf of the patient;
- to collaborate with the physician and other members of the healthcare team on the decisions about individual health care and to participate in their plan of care, and to participate in determining feasibility of transfer to another facility (when deemed necessary and advisable, and upon acceptance from another facility);
- to be treated according to the same policies and practices regarding transfer, discharge, and the provision of services under the state plan for all individuals regardless of source of payment;
- not to be discriminated against based on the patient's source of payment. The hospital may not require patients or potential patients to waive their rights to Medicare or Medicaid; require assurance that patients or potential patients are not eligible for Medicare or Medicaid benefits, or require a third party guarantee of payment as a condition of admission or expedited admission;
- to be informed orally and in writing in a language that the patient understands about eligibility requirements and how to apply for and use financial and medical assistance including Medicaid, and how to receive refunds for previous payments covered by such benefits;
- to accept or refuse medical care and treatment to the extent permitted by law, and to be informed of the medical consequences of any acceptance or refusal;

- to have the hospital immediately inform the patient; consult with the patient's physician; and if known, notify the patient's legal representative or family when the patient is involved in an accident resulting in injury or having the potential for requiring physician services; there is significant change in the patient's condition; the patient's treatment needs to be changed significantly; or a decision is made to transfer or discharge the patient from the hospital;
- to have an advanced directive, such as a Living Will and/or Durable Medical Power of Attorney for Health Care and to be informed of the hospital's policy to implement advance directives and applicable state law;
- to security, preservation of individual dignity and protection of personal privacy and confidentiality of his/her personal and clinical records;
- to have their identity as a patient protected upon request;
- to privacy in accommodations, treatment, personal care and written and telephone communications. Each patient has the right to privacy in visits by the patient's spouse, family, clergy, attorney and others but does not require the hospital to provide a private room for each patient.
- of access to and confidential handling of the patient's clinical or personal records. This information will only be released to an individual outside the hospital with the patient's prior consent except as required by law, or in case of transfer to another health care institution;
- to request access (oral or written request) to all records pertaining to self including current clinical records within 24 hours (excluding weekends and holidays);
- to purchase, at a cost not to exceed the community standard, photocopies of their records or any portion upon request with two working days notice to Jones Regional Medical Center;
- to receive a copy of the hospital's notice of privacy practices which summarizes the ways a patient's medical record may be used or disclosed by the hospital and the patient's rights with respect to his/her medical record. The hospital reserves the right to revise this notice of privacy practices at any time;
- to take part in discussion of ethical issues involving their own care, including conflict resolution, withholding resuscitative services, forgoing or withdrawal of life sustaining treatment. Another person or persons, designated by the patient may also take part in such discussions;

- to visit and be visited during reasonable hours for visitation. If it violates the rights of a roommate to have visitors in the patient's room, the facility will establish alternate areas for visiting;
- to immediate access by any representative of the Secretary, U.S. Department of Health and Human Services; any official properly acting for the state; the patient's individual physician; the state long-term care ombudsman and (as appropriate) other state agencies entitled to visit with patients under federal or state law, members of the patient's immediate family or other relatives, and any entity or individual providing health, social, legal, or other services to the patient, subject to the patient's right to deny or withdraw consent for such visits. Each patient has the right to receive others subject to reasonable restrictions and the patient's right to deny or withdraw consent for such visits;
- to participate at the patient's discretion in social, religious, and community group activities that do not interfere with the rights of others in the hospital;
- to access hospital information concerning rules and regulations applicable to patient conduct. This includes the right to access information concerning the facilities mechanism for resolution of patient complaints and grievances;
- to examine their bill and receive explanations of the charges;
- to interpreter services;
- to be fully informed of all items and services provided by the hospital, any charges for those items and services and any adjustments made in the same. If eligible for financial assistance the patient has the right to be informed of those items and services for which the patient will or will not be charged and the amount of such charges;
- to receive care that is respectful of their spiritual values, beliefs and preferences; ability to accept or refuse pastoral care services;
- to privacy in written communication. This includes the right to send and receive mail, within 24 hours of delivery by the postal services, that is unopened and have access to stationery, postage and writing implements at their own expense;
- to access a telephone where calls can be made without being overheard;
- to access protective services that could include guardianship and advocacy services, conservatorship, and child and adult protective services;
- to perform or refuse to perform services for the hospital and be compensated for services at current wage rate. All services performed must be well documented in the plan of care to include the nature of the work and compensation (whether the services are voluntary or paid);

- to have their rights, as a patient of the hospital and as a citizen/resident of the United States, protected and promoted by Jones Regional Medical Center;
- to exercise the patient's rights to voice grievances and recommend changes in policies, services, treatment, or care to Jones Regional Medical Center staff, free from restraint, interference, coercion, discrimination or reprisal from the facility. Concerns of a general nature may be filed with the Iowa Department of Inspections and Appeals, (515) 281-4115. Concerns related to judgments of the appropriateness of admission, continued stay or discharge may be referred to the Iowa Foundation for Medical Care (800) 752-7014.
- in the case of a patient determined incompetent under state law by a court of competent jurisdiction, the rights of the patient are exercised by the person appointed under state law to act on the patient's behalf;
- to refuse to participate in experimental research;
- to examine the results of the most recent survey of the hospital conducted by a federal or state agency as well as any plan of correction in effect with respect to the hospital;
- to receive notice before the patient's room or roommate in the facility is changed. If known, the patient's legal representative or interested family member has the right to receive notice; (skilled)
- to rehabilitative services as determined by comprehensive assessment to reach their highest practicable level and to prevent avoidable physical deterioration: (skilled)
 - must be physician orders for rehabilitative services
 - plan of care must be developed by the therapist and show evidence of physician involvement including approval of the modality, frequency and duration
 - care plan must have specific measurable goals including short and long term goals (if appropriate)
- to notice and counseling and discharge planning prior to any involuntary discharge or transfer; (skilled)
- sufficient preparation and orientation of discharge or transfer from the facility. The patient and, if known, family member or legal representative, will be given at least 30 days advance written notice. The notice may be less than 30 days but as soon as practicable before transfer or discharge. Where a more immediate transfer or discharge is required by the patient's urgent medical need, the health or safety of individuals in the facility would be endangered, where the patient has not resided in the facility for 30 days, or the patient's health improves sufficiently to allow a more immediate transfer or discharge; (skilled)

- to have the patient's bed held under designated circumstances and upon payment of the prescribed charge for the bed. Each patient and a family member or legal representative has the right to receive before transfer or leave written information explaining the designated circumstances and relevant policies. If a patient's transfer or therapeutic leave exceeds the state approved bed-hold policy and the patient continues to require the services of the facility after hospitalization or therapeutic leave is eligible for financial assistance, such patient shall be re-admitted to the facility as soon as a bed in a semi-private room becomes available; (skilled)
- to retain and use personal possessions, including furnishings and clothing, as space permits, unless it infringes on the rights or health/safety of other patients/staff; (skilled)
- to manage the patient's personal finances or designate another party to manage them for him or her. The hospital may not require patients to deposit their personal funds with the hospital. Upon written authorization of the patient, the hospital will hold, safeguard, manage, and account for such personal funds under a system established and maintained by the facility in accordance with federal and state law. Each patient or representative has the right to have reasonable access to his or her financial record and to have the financial record made available through quarterly statements and on request; (skilled)
- to self-determination and choice in participation in activities, schedules, health care and significant aspects of his or her life in the hospital and interact with members of the community both inside and outside the facility; (skilled)
- to obtain routine and emergency dental care (skilled)
 - must have a written agreement dental consultant
 - must assist resident in making appointment, arranging transportation and promptly referring to dentist if dentures are lost or damaged
- to remain a resident of the facility and not transfer unless:
 - Necessary for the welfare of the resident and needs can not be met in the hospital
 - Transfer/discharge appropriate as resident's health is improved so no longer needs services
 - Health or safety of other individuals in the hospital is endangered
 - Failure to pay or have paid by Medicare or Medicaid
 - CAH ceases to operate

PATIENT RESPONSIBILITIES

Patients have the responsibility:

- to provide caregivers with accurate and current information (to the best of their knowledge), regarding their own health status, including past and present illnesses, hospitalizations, and use of medication;
- to follow the instructions of physicians, nurses and other caregivers;
- to work with your health care team to develop a pain relief plan;
- to ask questions when the course of treatment or a case decision is not well understood;
- to accept any consequences for their actions if they refuse treatment or do not follow instructions or requests from caregivers;
- to fulfill their financial obligations;
- to make their concerns, complaints or grievances related to patient care known to their caregiver, a patient representative or any Jones Regional Medical Center official;
- to follow hospital rules and regulations, which are established for their safety and well being;
- to secure monies and valuables by sending them home with family members or depositing them in the hospital safe;
- to show respect and consideration towards hospital staff, other patients and visitors. Jones Regional Medical Center does not exclude, deny benefits, or otherwise discriminate against any person on the ground of race, color or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Jones Regional Medical Center directly or through a contractor or any other entity with whom Jones Regional Medical Center arranges to carry out its programs and activities.

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