

Patient Rights and Responsibilities

You, the patient, have the right to:

- Considerate and respectful care of your cultural and personal values, beliefs and preferences.
- Reasonable and impartial access to treatment. JCH prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- Have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- Be an active, informed decision-maker regarding your own healthcare. This includes receiving complete information from the physician concerning diagnosis, treatment, including alternatives for treatment and care, anticipated and unanticipated outcomes and prognosis in understandable terms. When appropriate, your family and/or designated representative may also be informed of the anticipated and unanticipated outcomes of care and be involved in the decision making process. Also, this right allows you to refuse any treatment or healthcare and be informed of medical consequences of your action.
- Receive information, at the time of admission, concerning your Patient Rights and Responsibilities.
- Receive from your physician information regarding continuing healthcare needs upon discharge.
- Know the identity, professional status and affiliation to Jay County Hospital of the individuals providing your care, treatment, and services.
- Receive a complete explanation of the need/benefits for transfer and the risks involved in being transferred or not being transferred.
- Provide your Advance Directive (living will, life prolonging procedure statement, healthcare representative document or psychiatric advance directive) in order to facilitate healthcare decisions and communicate your wishes relating to end of life care or request assistance to formulate an Advance Directive if so desired.
- An environment that preserves dignity and contributes to a positive self image at all times including end of life care.
- Have every consideration of privacy and confidentiality concerning medical care, communications (including your private personal phone calls, family visits and mail) and information related to your healthcare. This must remain consistent with the needs of the physician and staff involved in your care to share information and monitor the quality of care. Appropriate personal clothing or cultural symbolic items may be worn as long as such items do not interfere with diagnostic procedures or treatment.
- Access to your clinical records, request an amendment to those records and receive an accounting of disclosures regarding your health information within the guidelines of the Health Insurance Portability and Accountability Act and the policies of Jay County Hospital.
- Receive care in a safe, secure environment free from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Be free from both physical restraints and drugs that are used as a restraint that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Access to Protective and Advocacy Services.
- Receive prompt, considerate response to any inquiry, or request for service, including pain control, that is within the hospital's capacity, mission and duty to deliver.
- Be involved in ethical considerations that arise in your care including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life sustaining treatment and participation in investigational studies or clinical trials.
- Communication assistance, (including language line interpreters, phones for sight and hearing impaired) discharge planning and spiritual support.

- Be informed of any experimental or other research/educational projects that may be utilized in your treatment and to refuse such experimental or research-based treatment.
- Receive an explanation of hospital charges for services regardless of the source of payment. Receive timely notice prior to termination of eligibility for reimbursement by any third party payer for the cost of care.
- Present a grievance/complaint to any hospital employee, patient advocate and/or Administration about any aspect of your care or treatment and expect a timely response regarding your concern. Situations or practices that place the patient in immediate danger will be addressed immediately at the time of notification. Presentation of a grievance/complaint will not compromise a patient's access to care or future provisions of service.
- Consent is obtained for recording or filming made for purposes other than the identification, diagnosis or treatment of the patient.
- Receive visitors designated by you, or your support person, including but not limited to a spouse, a domestic partner (includes same sex domestic partners), another family member, or a friend. You also have the right to withdraw or deny such consent at anytime.

Note: For our patients who have an extended stay in our swing bed unit, please also read the patient rights included in the swing bed handbook.

You, the patient, have the responsibility to:

- Participate actively in your healthcare and ask questions of physicians and healthcare staff when a diagnosis or prescribed treatment is not understood.
- Inform your nurse if you need pain medications. Some medications are given only upon your request based on need.
- Be considerate and respectful of other patients. When a patient in the hospital, see that your visitors are considerate, particularly with regard to noise, number of visitors and observance of visiting hours. Use the telephone, television, and lights in a manner that is not disturbing to your roommate or other patients.
- Provide the healthcare provider with accurate information about medical history and other matters related to your health (past illnesses, hospitalizations and medications).
- Provide your Advance Directive information.
- Observe healthcare system policies and the rights of healthcare staff and other patients.
- Keep appointment times, and if unable to do so, cancel appointments promptly.
- Maintain the treatment regimen prescribed by the healthcare provider and notify your physician of any changes in health status.
- Satisfy your financial obligation to healthcare providers promptly. This responsibility includes providing information necessary for insurance processing in the payment of hospital bills, arranging for credit and asking questions concerning financial obligations.
- Know your health plan's pre-certification requirements. We will help you meet this requirement for urgent or emergency admissions; however, we must have accurate insurance information.