

# Patient Rights and Responsibilities



## Patient Responsibilities

*Patients receiving services at St. Elizabeth Healthcare have the responsibility to:*

- Provide, to the best of their knowledge, accurate and complete information about matters relating to their health.
- Provide necessary financial information to assure accurate billing and meet financial commitments.
- Actively participate in developing and carrying out the plan of care, including asking questions about the plan of care or information or instructions not understood.
- Report unexpected changes in their condition to their physician and other health care providers.
- Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals.
- Be considerate and respectful of other patients and staff.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and practitioners.

## Patient Rights

*Patients receiving services at St. Elizabeth Healthcare have the right to:*

1. Receive support and protection of fundamental human, civil and legal rights.
2. Receive impartial access to care, regardless of race, creed, national origin, religion, sex, sexual orientation, gender identity or expression, ethnicity, age, handicap, language, or socioeconomic status.
3. Receive respect for the dignity of life from conception to natural death.
4. Receive considerate and respectful health care services within our capabilities, regardless of ability to pay.
5. Religious and spiritual services and to exercise cultural and spiritual beliefs provided they do not harm others or do not interfere with the medical care or wellbeing of others.
6. Be involved in all aspects of their care, including withholding resuscitation services and forgoing or withdrawing life-sustaining treatment.
7. Receive information from their physicians about the nature, purpose, anticipated outcomes, substantial risks and acceptable alternatives of any diagnostic and treatment procedures.
8. Receive information about the nature of any unanticipated outcomes, should any occur.
9. Give informed consent and participate in decisions regarding care, treatment, and services including the right to have his or her physician promptly notified of admission to the hospital.
10. Refuse treatment to the extent permitted by law and to be informed about the consequences of such actions.
11. Be informed of realistic care alternatives when facility care is no longer appropriate.
12. Receive reasonable continuity of care.
13. Have an emergency contact person and the patient's treating physician notified promptly of the patient's admission to St. Elizabeth Healthcare.
14. Involve the patient's family or support person in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.

- 15.** In accordance with applicable laws, designate a surrogate decision-maker to make medical choices for the patient in case the patient later should become incapable of understanding a proposed treatment or procedure or otherwise should become unable to communicate wishes regarding their care. The surrogate decision-maker will be provided information about the outcomes of care, treatment, and services and unanticipated outcomes.
- 16.** Have access to visitors, mail, and telephone. If there is a need for communication restrictions, the patient has the right to be informed of the reasons, participate in the decision and have the restriction evaluated for therapeutic effectiveness.
- 17.** Maintain an environment where reasonable and appropriate efforts are made to protect personal privacy, preserve dignity and contribute to a positive self-image.
- 18.** Receive access to protective services and advocacy services.
- 19.** Maintain confidentiality of personal health information, including financial and medical records, in accordance with applicable laws. Inspect and request a copy of medical information used to make decisions about their care and have the information explained and interpreted as appropriate within a reasonable period of time, in accordance with applicable laws.
- 20.** Request access to inspect or obtain a copy, request amendment to, and request an accounting of disclosures of his or her health information, in accordance with law and regulation.
- 21.** Receive a statement of charges for services provided and receive answers to any questions.
- 22.** Know the relationship of the facility providing care with other healthcare providers, educational institutions and payers, as it pertains to their care.
- 23.** Have access to information in a manner tailored to the patient's age, language, and ability to understand. This includes providing interpreter/translating services and information that meets the patients' needs for those vision, speech, hearing or cognitive impaired.
- 24.** Voice complaints, grievances and concerns and/or recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption in care, to the department where services are being rendered. Ask to speak to the immediate caregiver, department manager or director, nursing supervisor, or contact a patient representative at 301-5581 or 572-3126 (Ft. Thomas) or 212-5291 (Florence).
- 25.** File a grievance with the Division of Health Care Facilities and Services regardless of whether you use St. Elizabeth Healthcare's grievance process. The state division's phone number and address is:  
Office of the Inspector General  
Division of Health Care Facilities and Services  
P.O. Box #12250  
Lexington, KY 40582-2250  
Phone: (859) 246-2307
- 26.** Contact the Joint Commission regardless of whether you use the St. Elizabeth Healthcare's grievance process. The Joint Commission's contact information is:  
Phone: 1-800-994-6610  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)
- 27.** Be informed of the identity of individuals primarily responsible and providing care, treatment, service.
- 28.** Receive full disclosure (expected benefits, potential discomforts and risks, alternatives, procedures to be followed) and give informed consent if the hospital proposes to engage in or perform human experimentation affecting care or treatment, and have the right to refuse to participate in such research projects and know that their refusal will not compromise their access to services.
- 29.** Consult with a representative of the Ethics Committee regarding ethical medical decisions.
- 30.** Be free from unwarranted or unreasonable use of restraint or seclusion.
- 31.** Be free from all forms of abuse, neglect, exploitation, or harassment.
- 32.** Formulate advance directives and have them followed.
- 33.** Receive appropriate assessment and management of pain.
- 34.** Identify support person(s) whom the patient designates including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend to be present with the patient for emotional support during the course of stay. The presence of a support person of the patient's choice is allowed, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. (Refer to Visitation of Patients policy.)
- 35.** Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care. (Refer to Videotaping/Photographing policy.)