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Policy Area: *Patients' Rights and
Organization Ethics (RI)*

References:

Applicability: *USA Health*

Patient Rights and Responsibilities

POLICY:

USA Health respects, protects, and promotes patient rights. USA Health demonstrates support of patient rights through promotion of patient-centered care choices and active participation in personal decision-making for patients who are our partners in their care and treatment.

PATIENT RIGHTS:

USA Health will show respect to our patients and their families/legal decision maker by our actions:

- A. Identity of Caregivers: USA Health providers and personnel will explain who we are and our role in the patient's care. Patients have the right to know, always, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for his/her care, treatment or services. This includes the patient's right to know of the existence of any professional relationship among individuals who are treating him/her, as well as the relationship of any other health care or educational institutions involved in his/her care.
- B. Respect and Dignity: USA Health providers and personnel will always provide care that protects the patient's dignity and personal privacy.
- C. Cultural Diversity: USA Health providers and personnel will respect cultural diversity, spiritual beliefs, personal practices, values and preferences. The patient has the right to express his/her spiritual beliefs and cultural practices and reasonable efforts will be made to accommodate the patient's practices and values.
- D. Medical Information Confidentiality and Security: USA Health providers and personnel will respect the privacy of medical information in the patient's medical records, safeguard related discussions about the patient's care and seek the patient's permission before sharing information with family or in the presence of other individuals not involved in the patient's care. The patient has the right to confidential treatment of all communication and records pertaining to his/her care, including the source of payment for treatment. The patient has the right to have his/her medical record read only by individuals directly involved in his/her care or in the monitoring of its quality. Only upon the patient's written authorization or that of his/her legally authorized representative, may other individuals read his/her medical record. The patient has the right to inspect and obtain copies of records pertaining to his/her care and to request amendment, if desired. The patient has the right to confidentiality pertaining to discussion or consultation involving his/her care. Individuals not directly involved in his/her care will not be present without his/her permission.
- E. Personal Autonomy: USA Health providers and personnel will respect the patient's right to personal

privacy and will knock before entering the patient's room. The patient has the right to maintain the use of personal possessions such as appropriate clothing and religious or other symbolic items, as space permits unless this infringes on the rights of other patients or is medically contraindicated.

- F. **Respect and Consideration:** USA Health providers and personnel will expect mutual respect and consideration among all patients. Each patient is expected to be considerate of the rights of other patients and USA Health personnel. The patient is also expected to be respectful of the property of other persons and of USA Health.

USA Health will show support to our patients and their families/legal decision maker by providing:

- A. **Access to Care:** The patient is given access to treatment or accommodations that are available and medically indicated regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. USA Health prohibits discrimination on the basis of any legally protected classification.
- B. **Notification of Admission:** The patient has the right to have a family member or representative of his or her choice and his or her physician notified of the patient's admission.
- C. **Visitation:** USA Health providers and personnel will welcome a patient's family and visitors. The patient has the right to designate a support person (a spouse, domestic partner, (including same-sex domestic partner), family member, friend, or other advocate) to be with the patient for emotional support during the course of his or her stay. Visitor limitation or restriction is only implemented for treatment reasons such as infection risk, because of limited space or safety concerns when that person's presence infringes on the rights or safety of others or is contrary to the treatment and well-being of the patient or upon patient request. USA Health does not restrict, limit, or otherwise deny visitation privileges on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity or expression.
- D. **Personal Privacy:** USA Health providers and personnel will provide personal privacy for interviews and examinations in surroundings designed to assure reasonable visual and auditory privacy. This includes the right to have a person of one's own gender present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite gender. Additionally, the patient has the right to request an examiner of the same gender. If an examiner of the requested gender is not available, the patient has the right to refuse examination and to be transferred to another facility upon request. The patient has the right not to remain disrobed any longer than is required for accomplishing the purpose of exam or treatment.
- E. **Age Appropriate Care:** The patient has the right to age or developmentally appropriate care and information in all aspects of his/her care within USA Health.
- F. **Communication Assistance:** USA Health providers and personnel will provide supportive resources, with access to an interpreter, translation service, or auxiliary aids, as needed. When the patient does not speak or understand the predominant language of the community, he/she shall have access to an interpreter through USA Health- approved language/translation services for conveyance of medical information. A patient who has vision, speech, hearing, or cognitive impairments will be provided information that meets the patient's needs. Information will be tailored according to the patient's individual needs. The patient has the right to participate in decisions that may place any restrictions on communication. Restrictions on communication will be fully explained to the patient and family and are evaluated for therapeutic effectiveness. The patient has the right of access to people outside the facility by telephone and mail service.

- G. Pain Management: USA Health providers and personnel will take actions to relieve or lessen the patient's pain using medications and/or other comfort measures. The patient can expect to be given information about pain and pain relief measures.
- H. Safe Environment: USA Health providers and personnel will take actions to provide safe care and treatment in a secure setting free from neglect, exploitation, and verbal, mental, physical, and sexual abuse or harassment, with access to protective services. Additionally, our patients may request transfer to another room if another patient or a visitor in the room is unreasonably disturbing the patient. Our patients may refuse to speak to or see anyone not officially connected to the facility. Patients are informed to expect visitors and USA Health providers and personnel to perform routine hand hygiene. Patients are encouraged to speak up to inquire about compliance with hand hygiene.
- I. Restraint and Seclusion- Free Care: The patient has the right to be free from both physical restraint and medications used as a restraint that are not medically indicated.
- J. Speaking Up: The patient is encouraged to speak up about concerns or complaints or with suggestions for improvement. The patient has the right to voice complaints, to have those complaints reviewed and when possible, resolved. The patient is entitled to information about USA Health's mechanism for the initiation, review, and resolution of patient complaints. The patient has the right to written notice of USA Health decisions and steps taken on behalf of the patient to investigate legitimate grievances. Complaints may be documented or voiced to the primary care giver, department head, patient representative or clinical administrator.

USA Health protects the right of the patient/ legal decision maker to make choices about his/her care:

- A. Health Information: The patient has the right to receive complete and current information about his/her medical condition, treatment, and prognosis in terms that can be understood by the patient. When it is not medically advisable to give such information to the patient, the information shall be made available to a legally authorized individual. The patient has the right to be informed by the practitioner, or his/her delegate, responsible for the care of the patient of any continuing health care requirements following discharge from any USA Health facility.
- B. Informed Consent: The patient has the right to receive information about any proposed treatment, procedure, or research in order to make an informed decision whether to consent or refuse a course of treatment. This information should include who is responsible for authorizing and performing procedures or treatment, the purpose and description of the procedure or research, probable results, medically significant risks, and alternative treatment.
- C. Refusal of Treatment: The patient may refuse treatment to the extent permitted by law. When refusal of treatment by the patient or his/her legally authorized representative prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice.
- D. Second opinion: The patient has the right to ask for a second opinion from another physician or specialist.
- E. Advance Directive: The patient has the right to have an advance directive, such as a living will, health care proxy or durable power of attorney, which expresses the patient's choices about his/her future care or designates someone to decide for the patient if he/she cannot speak for themselves. Refer to the Patient Advance Directives Policy.
- F. End of Life Care: The patient has the right to respectful, responsive care directed toward fostering the patient's comfort and dignity including managing pain and responding to the patient's and family's psychosocial, spiritual, and cultural needs.

USA Health promotes the right of the patient/legal decision maker to be an active partner in his/her care:

- A. Active Participation: The patient has the right to participate in the development and implementation of his/her plan of care and discharge planning. The patient may request treatment to the extent permitted by the law. The patient has the right to involve his/her family/legal guardian/support person in the making of care or treatment decisions. Patients are encouraged to ask questions about their care and treatment.
- B. Sharing Information: USA Health providers and personnel will explain information in a way for patients/legal guardian/support person to understand including:
 - patient's diagnosis
 - patient's test results
 - outcomes of care
 - unanticipated outcomes of care
 - When needed or indicated, USA Health will provide our patients with a list of protective and advocacy services or other community resources so that the patient may choose among service providers.
 - Our "Notice of Privacy" explains the patient's health information rights and how health information will be used and disclosed and how patients can get access to their information.
 - The patient will be informed of the facility expectations for noise reduction and the number of visitors allowed.
- C. Facility Charges: The patient has the right to information about the services available including an estimate of any related charges or fees for services not covered by third party payers, before or at the time of admission and during his/her stay. The patient has the right to receive a copy of his/her bill. A price index is available online.

PATIENT RESPONSIBILITIES:

USA Health acknowledges that the patient has responsibilities in our mutual partnership:

- A. Providing Information: The patient is responsible for providing, to the best of his/her knowledge, accurate and complete information about present complaints or why the patient is seeking care, health history and hospitalizations, current medications, and other matters relating to his/her health as well as any changes in his/her condition. The patient is responsible for providing accurate contact information for continuity of care. The patient is responsible for providing the facility with a copy of his/her advance directive or healthcare proxy, if she/he has one.
- B. Ask Questions: The patient is responsible for making it known whether he/she clearly understands the plan of care and what is expected of him/her. The patient is responsible for asking the physician for an explanation of medical care in terms that are understandable. The patient is encouraged to ask questions to receive help in planning his/her care. USA Health believes that when a patient is empowered to ask questions, patient safety and the quality of care are enhanced through improved communication.
- C. Following Instructions: The patient is responsible for following policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- D. Be Informed: The patient, or his/her legal decision maker is responsible for seeking the appropriate information needed to make informed decisions. The patient is responsible for his/her actions if he/she

refuses treatment or does not follow the provider's recommendations or instructions.

- E. Mutual Consideration and Respect: The patient is responsible for showing respect to the USA Health providers and staff by maintaining civil language and conduct during interactions with the care team. The patient is also responsible for being respectful of the property of other persons and of USA Health.
- F. Financial Obligations: The patient is responsible for meeting the financial obligations of his/her health care as promptly as possible. The patient is expected to provide USA Health with correct information about insurance or method of payment.

Attachments

[Patient Rights Poster](#)

Approval Signatures

Approver	Date
Michael Chang: Chief Med Off & Asso VP MA	04/2023
Casie Crawford: HS Dir - Clin Compli&Regul Svcs	04/2023
Angela Duffy: HS Asst Chief Nursing Officer	04/2023

Applicability

USA Health, USA Health Children's & Women's Hospital, USA Health Mitchell Cancer Institute, USA Health Physicians Group, USA Health University Hospital