



Patients' Rights

Date adopted: 10/2008	Review Date(s): 12/2014; 4/2015	Approved by: Administration
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This policy is adopted by Syringa Hospital and Clinics with the expectations that its observance will contribute to more effective patient care and greater satisfaction of the patient, the physician, and the Hospital organization. Further, it is anticipated that the policy will be supported by the hospital, on behalf of its patients and their families, as an integral part of the patient care process. A summary of this policy regarding Patient Rights is given to each patient or surrogate decision maker upon admission to the hospital. Patients not being admitted but presenting for diagnostic or therapeutic procedures may request the summary but will not routinely receive the handout.

PATIENT RIGHTS:

Respectful Care and Management of Pain

The patient has the right to considerate and respectful care which optimizes the comfort and dignity of the patient throughout his/her treatment. This includes the patient's right to receive aggressive and appropriate pain management when indicated. All pain management activities are provided with an appropriate concern for the patient, and above all, with the recognition of the patient's dignity as a human being.

Notification of Admission

The hospital will notify the patient's physician and a family member or other representative at the patient's request. The hospital will not routinely notify other persons about a patient's admission without the patient's permission.

Billing Information

The patient has the right to receive an explanation of his/her bill, regardless of source of payment; to receive information about hospital policies on charges and payment method responsibility.

Information about Treatment

The patient has the right to be well informed about his/her illness, possible treatments, and likely outcomes and to discuss this information with his/her doctor. The patient has a right to know the names and roles of the providers treating him/her. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known. The patient has a right to be told of realistic care alternatives when hospital care is no longer appropriate.

Informed Consent/Refusal of Care

The patient has the right to receive from his/her physician the information necessary to give informed consent prior to the start of any procedure and/or treatment. Except in emergencies, such information should include, but not necessarily be limited to, the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. The patient has the right to know of any medically significant alternatives for care or treatment. The patient has the right to refuse recommended treatment or plan of care to the extent permitted by law, and to be informed of the medical consequences of this action.

Advanced Directive

The patient has the right to an Advance Directive (such as a living will, health care proxy, or durable

power of attorney for health care) concerning treatment or designating a surrogate decision maker, with the expectation that the hospital will honor the patient's wishes to the extent permitted by law and hospital policy. The provision of care will not be conditioned on the existence of an advance directive.

Treatment Privacy

The patient has the right to every consideration of privacy, and to receive care in a safe setting, free from all forms of abuse and harassment. The patient has the right to refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but who are not directly involved in his/her care. He/she has the right to be interviewed and examined in surroundings designed to assure reasonable audio/visual privacy. This includes the right to have a person of one's own sex present during a physical examination, treatment, or procedure performed by a health professional of the opposite sex. The patient has the right to wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment. The patient may request a transfer to another room if patient or visitors in his/her present room are unreasonably disturbing him/her.

Confidentiality of Records and to Access Information Contained in One's Own Record

The patient has the right to expect that all communications and records pertaining to his/her care be treated as confidential. The patient or his/her legal representative has access to this information within the limits of the law. (See Syringa Hospital & Clinics Notice of Privacy Practices).

Request for Service and/or Transfer

The patient has the right to the hospital's reasonable response to his/her request and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulation. The patient has the right to expect that the hospital will give the necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, the patient will be informed of the risks, benefits, and alternatives. The patient will not be transferred to another institution unless that institution agrees to accept the patient. The patient will not be transferred without his/her consent.

Hospital Affiliations

The patient has the right to know if the hospital has interests/business relationships with outside parties that may influence his/her treatment and care. These relationships may be with educational institutions, other health care providers, or insurers. (See also the Syringa General Hospital Notice of Privacy Practices).

Experimental Research

The patient has the right to consent or decline to take part in research affecting his/her care. If the patient does not choose to participate, he/she will receive the most effective care the hospital otherwise provides.

Restraints

The patient has the right to be free from chemical or physical restraint except when medically necessary to protect him/her or others from injury. Restraints will not be used as a convenience to the staff, or as a means of coercion, discipline, or retaliation. Restraints will be used only to improve the patient's well being, and when less restrictive interventions have been tried and found ineffective, and will require the order of a physician.

Complaint/Grievance

The patient and his/her family have the right to present complaints concerning the quality of care either verbally or in writing to the department manager, or administration. To immediately access the complaint procedure, the patient may speak to the Charge Nurse, or may pick up the telephone and dial the switchboard (extension 510) and request to speak with the manager of the area with which he/she has concerns. After discharge, the patient may call the hospital (983-1700) and ask for a Patient Representative, the Performance Improvement Coordinator, the Compliance Officer, or the Administrator. (See also the Patient Complaint or Grievance Procedure).

The patient may also file a complaint about patient care or services received with the Idaho Bureau of Facility Standards, 3380 Americana Terrace, Ste 260, Boise ID 83720 (208-334-6626).

Organizational Ethics

The patient has the right to be treated with dignity, respect, and courtesy. The environment of care will support a positive self-image and preserve human dignity. These patients (or their significant others) will be involved in decisions regarding the care that we deliver to the extent that is practical and possible. We will inform patients about the therapeutic alternatives and the risks associated with the care they are offered. We will constantly seek to understand and respect their objectives for care.

The patient has the right in all circumstances to be treated in a manner appropriate to their background, culture, religion, and heritage.

The patient, the patient's family member, or patient's provider may request an Ethics Committee consult to discuss and ideally resolve ethical issues or perceived ethical issues that arise within the context of delivery of healthcare. **Refer to the Ethics Committee Policy**