

PATIENT BILL OF RIGHTS

If you have any questions about Patient Rights, please contact a hospital representative at (704) 838-7181.

Federal and state laws and regulations, as well as standards of the Joint Commission of the Accreditation of Healthcare Organizations (JCAHO), establish certain basic patient rights healthcare providers must respect and protect.

The goal of the Patient Bill of Rights is to help improve patient outcomes by respecting each patient's rights and conducting business relationships with patients and the public in an ethical manner.

Patients have a fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial, and spiritual values. These values often influence the patient's perception of care and illness. Understanding and respecting these values guide the provider in meeting the patient's care needs and preferences.

Patient Bill of Rights

- The patient has the right to reasonable access to care.
- The patient has the right to care that is considerate and respectful of his or her personal values and beliefs.
- The patient has the right to be informed about and participate in decisions regarding his or her care.
- The patient has the right to respect and support regarding treatment or service.
- The patient has the right to participate in ethical questions that arise in the course of his or her care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawing life-sustaining treatment, and participation in investigational studies or clinical trials.
- The patient has the right to obtain from his or her physician complete current information concerning his or her plan of care, diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand. The patient also has the right to know when changes are made to his or her plan of care.
- The patient has the right to receive from his or her physician information necessary to give informed consent prior to the start of a procedure and/or treatment.
- The patient has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his or her actions.
- The patient has the right to security and personal privacy, both physical and in relation to discussion, consultation, examination, and treatment. The patient has the right to expect that all communications and records pertaining to his or her care be treated as confidential.
- The patient has the right to issue advance directives, including living wills or appointing attorneys-in-fact to make decisions on his or her behalf in case the patient is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.
- The patient has the right to be advised when a physician is considering the patient as part of a medical care research program or donor program. Informed consent must be obtained prior to actual participation in such a program, and the patient or legally responsible party, at any time, may refuse to continue in any such program to which informed consent has been previously given.
- The patient has the right to expect the hospital to make services available (within its capabilities).
- The patient has the right to expect reasonable continuity of care.
- The patient has the right to access protective services.
- The patient has the right to examine and to receive an explanation of the bill regardless of the source of payment.
- The patient has the right to know what hospital rules and regulations apply to his or her conduct as a patient.
- The patient and his or her family have the right to exercise spiritual and cultural beliefs in the hospital setting as long as they do not harm others or interfere with treatment.
- The patient has the right to appropriate assessment and management of pain and to participate in his or her pain management program by setting a realistic pain level to be achieved.
- The patient has the right to be informed of any adverse event that occurs relevant to his or her care.
- The patient has the right to obtain medical nursing services without discrimination based on race, color, religion, sex, sexual preference, national origin, or source of payment.
- The patient has the right to receive assistance in obtaining consultation with another physician at the patient's request and expense.
- The patient has the right to have access, when possible, to an interpreter if the patient does not speak English.
- The patient has the right to be provided information on how to file a complaint.

Patient Responsibilities

The Patient has several responsibilities as part of the health care team. Patients have the responsibility to:

1. Provide information. The patient and family are responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health. They are responsible for reporting unexpected changes in the patient's condition to the responsible healthcare practitioner. The patient and family are also responsible for providing Davis Regional Medical Center with a current copy of an Advance Directive if applicable.
2. Ask questions. The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
3. Follow instructions. The patient and family are responsible for following the treatment plan developed with the practitioner. They should express any concern they have about their ability to follow the proposed course of treatment; the hospital, in turn, makes every effort to adapt the treatment plan to the patient's specific needs and limitations. Where such adaptations are not recommended, the patient and family should understand the consequences of failing to follow the recommended course of treatment or of using other treatments. The patient and family are also responsible for cooperating with their health care team by following instructions and medical orders, by asking questions if anything is unclear, and by informing the team when they choose not to follow medical orders.
4. Accept the consequences of not following instructions. If the patient and family refuse treatment or fail to follow the practitioner's instructions, they are responsible for the outcomes.
5. Follow hospital policies, rules, and regulations. The patient, family, and visitors are responsible for following the hospital's rules and regulations concerning patient care and conduct.
6. Act with concern and respect. Patients, families, and visitors are expected to be considerate of other patients and hospital personnel by not making unnecessary noise, smoking, or causing distractions. Patients, families, and visitors are responsible for respecting the property of other persons and of the hospital.
7. To be prompt in paying hospital bills, to provide information needed for insurance processing, and to ask questions they have concerning their hospital bills.
8. To contact their health care team, Director of Nursing, Director of Performance Improvement, or Discharge Planning personnel to discuss any unresolved problems or to make constructive recommendations for change.
9. To evaluate the quality of care by completing the patient survey received while an inpatient, outpatient, or emergency services patient. Patients are asked to return surveys at the time of discharge or by mail.

To contact a hospital representative about a complaint, please call (704) 838-7181. If you feel you would like to pursue your complaint further, please contact: Division of Facility Services, Complaints and Investigations, PO Box 29530, Raleigh, NC 27626-0530. 1-800-624-3004