

Major Hospital A Major Health Partner	Patient Bill of Rights and Responsibilities AS-3
Does this policy meet a regulatory standard? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Formulated by: Nursing Ethics Council Approved by: Quality Council, Board of Directors Effective Date: 04/27/2010

**PURPOSE:**     **The objective of health care professionals and health care institutions is to implement the findings of research and the natural sciences to the benefit of their patients, regardless of race, color, creed, national origin, sex, age, sexual orientation, gender identity, disability, or economic status. It is known that the patient’s perception and response to his/her environment are important factors in recovery. Environmental, as well as philosophical, moral, and ethical considerations are reflected in the following Rights and Responsibilities and extend to all people seeking care at Major Hospital.**

**GUIDELINE STATEMENTS:**

**1. Patient Rights**

- 1.1. The right to participate in the development and implementation of his or her plan of care. 482.13 (b) (1)
- 1.2. The patient or his/her representative has the following rights:
  - 1.2.1. The right to be given information so that he or she can make informed decisions about his or her care.
  - 1.2.2. The right to be given information about his or her health condition in a manner that the patient can understand so that he or she can take part in the plan of care and treatment.
  - 1.2.3. The patient has the right to request or refuse treatment. This right does not mean the patient can demand medically inappropriate or unnecessary services or treatment. 482.13 (b) (2)
- 1.3. The right to make decisions about future healthcare is called an advanced directive. The patient has the right to make an advanced directive and to have hospital staff and providers who provide care follow this advanced directive. 482.13 (b) (3)
- 1.4. The patient has the right to have a family member or representative of his or her choice and his or her own provider notified in a timely manner of his or her admission to the hospital. 482.13 (b) (4)
- 1.5. The patient has the right to personal privacy. 482.13 (c) (1)
- 1.6. The patient (or support person, where appropriate) has the right to receive or deny the visitors whom he or she designates including (but not limited to) a spouse, a

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- domestic partner (including a same sex domestic partner), another family member, or a friend. These rights will not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. The patient has the right to be aware of his/her visitation rights and clinically necessary or reasonable restrictions or limitations that the hospital may need to place on such rights and the reasons for the clinical restriction or limitation. 482.13 (h) (1) (2) (3) (4).
- 1.7. The patient has the right to courteous, considerate, respectful and safe care in a safe setting. 482.13 (c) (2)
  - 1.8. The patient has the right to be free from all forms of abuse or harassment. 482.13 (c) (3)
  - 1.9. The patient has the right to the confidentiality of his or her medical records. 482.13 (d) (1)
  - 1.10. The patient has the right to get information in his or her medical record within a reasonable amount of time. The hospital will not prevent you from receiving your medical records in a timely manner. 482.13 (d) (2)
  - 1.11. The patient has the right to be free from restraints of any kind that are not medically necessary. Restraints may not be used as a means of force, discipline, convenience, or punishment by staff. 482.13 (e) (1)
  - 1.12. The patient has the right to be fully informed about any unusual, experimental, or research project or treatment. The patient may consent or refuse without affecting his or her care.
  - 1.13. The patient has the right to know the professional title of any person providing his or her care and services.
  - 1.14. The patient has the right to know the reasons for any proposed change in the doctor responsible for his or her care. 482.213 (b) (1)
  - 1.15. The patient has the right to know the reasons for his or her transfer within or outside the hospital.
  - 1.16. The patient has the right to know the relationship(s) of the hospital to other persons or organizations providing his or her care.
  - 1.17. The patient has the right to get information about the costs of their medical care within a timely manner. The patient may ask for an itemized bill.

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- 1.18. The patient has the right to be aware of the facility's source of payment for his or her services, and of any limits that might be placed upon his or her care.
  - 1.19. The patient has the right to be informed of his or her right to have pain treated/controlled as well as possible per patient goal.
  - 1.20. The patient's family has the right to have information about tissue and organ donation. They have the right to consent or refuse tissue and organ donation as allowed by State Law.
  - 1.21. The patient has the right to receive information in easy-to-understand language and interpretation if unable to understand English. Other communication tools will be available as needed.
  - 1.22. The patient has the right to state concerns of possible risks and/or complaints about his or her care. These concerns and complaints will be reviewed and resolved when possible. The patient may state these concerns and/or complaints to any caregiver including his or her nurse or the Risk Manager at (317) 421-5683. The patient also has the right to place a complaint with the Indiana State Department of Health at 2 North Meridian Street 4B, Indianapolis, IN 46204 or by calling (317) 233-7442 or 1 (800)246-8909.
2. **Patient Responsibilities.** The patient's health care is a cooperative effort between the patient, the physician and the hospital staff. It is expected that the patient will assume the following responsibilities to the best of his/her ability.
- 2.1. The patient has the responsibility to provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, (including herbs, over the counter, vitamins and supplements) and other matters relating to his health.
  - 2.2. The patient is responsible for following the agreed upon plan of care or to notify the physician if he/she does not agree with the plan of care. The patient has the responsibility to ask questions if any instructions are not clear. Following the plan of care involves cooperating with the hospital staff. There may be negative health consequences if the patient chooses not to follow the plan of care.
  - 2.3. The patient has the responsibility to show respect and consideration for other patients, visitors and hospital staff.

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- 2.3.1. In order to protect the privacy and confidentiality of patients, visitors and staff, please refrain from taking photographs or videos without permission of those in the immediate area.
- 2.4. The patient has the responsibility to follow the hospital rules and regulations in order to provide safety and security for all patients, visitors and hospital staff. Included in these rules and regulations is not smoking in Major Hospital or on hospital grounds.
- 2.5. The patient has the responsibility to pay his/her hospital bill, to provide information necessary for insurance processing in a timely manner, and to ask any questions concerning his/her bill.
- 2.6. If the patient is unable to pay the hospital bill in full, the patient can submit an application to the hospital's financial assistance program. The patient may possibly qualify for a partial or full reduction in the balance owed through this program.
- 2.7. Discharge Information**
- 2.7.1. When your physician or Plan determines that you can be discharged from the hospital, you will be advised of your planned date of discharge. You may appeal if you think that you are being asked to leave the hospital too soon. If you stay in the hospital after your planned date of discharge, it is possible that your charges for additional days in the hospital will not be covered by Medicare, Medicaid or your insurance provider.
3. **Distribution:** A copy of the Patient Rights and Responsibilities is provided to inpatient, outpatients for observations, Same Day Surgery and Emergency Department patients. The Patient Rights and Responsibilities are posted throughout the hospital including Laboratory and Radiology.
- 3.1 They are posted and available in print in Spanish.
- 4. Reviewing & Revising:**

Reviewed	Revised
03/21/2011	07/22/2013
08/25/2014	07/27/2015
04/24/2017	04/26/2016
04/30/2018	4/21/2022

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Reference: HFAP Accreditation Requirements for Acute Care Hospitals, 2021, based on Medicare Conditions of Participation (CoP) for Acute Care Hospitals as found in 42 CFR Part 482, Subchapter G.