

Santiam Hospital & Clinics

PATIENT RIGHTS AND RESPONSIBILITIES

STANDARD: Acute care services are provided through formal, organized Hospital service that accords with Hospital Mission, Vision, and Values; Hospital capacity; applicable law; and Hospital patient needs.

PATIENT RIGHTS:

I. Access to Care

The patient has the right to receive impartial access to treatment and accommodations that are available and are medically indicated.

II. Dignity, Respect, and Nondiscrimination

- A. The patient has the right to receive, at all times and under all circumstances, considerate and respectful care that recognizes personal dignity and is delivered without regard to patient ability to pay for care, age, color, culture, disability, end-of-life care preference, ethnicity, gender expression, gender identity, language, means of payment for care, national origin, race, religion, sex, sexual orientation, or socioeconomic status.
- B. The patient has the right to receive services that are in no way compromised because payment for services may be made through the Children's Health Insurance Program ("CHIP"), Medicaid, or Medicare.
- C. The patient has the right to expect that patient care plan development will include consideration of cultural, psychosocial, and spiritual variables that may influence applicable perceptions.
- D. The patient has the right to exercise practices that relate to patient cultural and personal beliefs, preferences, and values, provided that such exercise does not violate Hospital rules or rights of other persons.

III. Privacy and Confidentiality

- A. The patient has rights, within legal limits, to personal privacy and patient information privacy.
- B. The patient has the right to refuse to see or speak with any person who is not directly involved with patient care.
- C. The patient has the right to wear appropriate personal clothing and religious or other symbolic materials, as long as such articles do not interfere with procedures or treatments that are indicated during patient care.
- D. The patient has the right to be interviewed and examined in surroundings that are designed to ensure reasonable auditory and visual privacy.
- E. The patient has the right, during physical examination, treatment, or a procedure that is performed by a healthcare professional of another gender, to be attended by a person who is chosen by the patient or who shares patient gender.
- F. The patient has the right, during physical examination, treatment, or a procedure, to be properly covered at times when being unclothed is not indicated for such activity.
- G. The patient has the right to expect that discussion or consultation about patient care will take place discreetly and separately from persons who are not directly involved in care delivery, unless the patient has granted permission for such persons to be present.
- H. The patient has the right to expect that patient health information record access will be available only to persons who are directly involved with patient treatment, quality surveillance, or patient billing, and that other persons will gain such access only after authorization by the patient or a person who has been legally designated to make patient decisions.
- I. The patient has the right to expect that all communication and records that pertain to patient care, including sources of payment for patient treatment, will be treated confidentially.
- J. The patient has the right to receive protective privacy at times when such privacy is believed to be necessary for patient safety.

- K. The patient has the right to expect private and secure access to patient personal records and written communication, as well as opportunity to promptly send and receive mail.

IV. Personal Safety

- A. The patient has the right to expect, in Hospital practice and in the Hospital environment, reasonable safety that includes freedom from abuse, corporal punishment, exploitation, harassment, and neglect.
- B. The patient has the right to be free from any form of restraint or seclusion that is imposed, by Hospital staff members, as means of coercion, convenience, discipline, or retaliation.

V. Identity

- A. The patient has the right to know identities and professional statuses of persons who provide patient services.
- B. The patient has the right to know which healthcare provider is primarily responsible for patient care.
- C. The patient has the right to know about professional relationships that exist among persons who provide patient treatment, as well as relations of such persons to other healthcare or educational institutions.
- D. The patient has the right to decline participation in clinical training programs or in research.

VI. Information

- A. The patient has rights to obtain complete and current information about patient condition, diagnosis, treatment, treatment efficacy, and prognosis from the healthcare provider who is primarily responsible for patient care, to expect delivery of such information in terms that can be reasonably understood, and, when delivery of such information to the patient is not medically advisable, to expect that such information will be delivered to a person who has been legally designated to make patient decisions.
- B. The patient has rights, within legal limits, to request patient health information amendment and to obtain data about patient health information disclosure.

VII. Communication

- A. The patient has rights to understand information and language that are used during patient care delivery or during explanation about such delivery, to have access to a person who can interpret and translate language that the patient cannot understand, and, when materials are indicated to convey such information, to be provided with materials that accommodate patient needs.
- B. The patient has the right to access persons who are not associated with the Hospital by receiving such persons as visitors or by communicating with such persons through verbal or written means.
- C. The patient has rights to request and to expect prompt notification, about patient admission to the hospital, of a healthcare provider and another person who are designated by the patient.
- D. The patient or a person who has been legally designated to make patient decisions has rights to receive information about patient care, service, and treatment outcomes, and, when such an outcome is unanticipated, to expect that patient healthcare provider will deliver applicable information.

VIII. Visitors, Support Persons, and Family Members

- A. Visitors
 - 1. The patient has rights to receive visitors who the patient has designated and who may include a domestic partner or spouse of any gender identification, other family members, and friends, and to nullify, at any time, such designation.
 - 2. The patient has the right to restrict visitor prerogatives, provided that such restriction is not based on visitor age, culture, disability, ethnicity, gender expression, gender identity, language, race, religion, sex, sexual orientation, or socioeconomic status.
- B. Support Persons
 - 1. The patient has the right to designate a single patient support person who at all times may be present to provide patient support, provided that such presence does not interfere with care or rights of other persons.
 - 2. A patient who has disability that interferes with patient ability to communicate, make decisions, or engage in activities of daily living has the right to designate three patient support persons who at

all times may be present to provide patient support, provided that such presence does not interfere with care or rights of other persons.

C. Family Members

1. The patient has the right to designate persons to be patient family members (i.e. one or more persons who play a significant role in patient life, may identify as any gender, and who may or may not have biological or legal relation to the patient).
2. The patient has the right to expect that persons who have been designated to be patient family members will be treated appropriately throughout the course of patient care.

IX. Delivery of Care

- A. The patient or a person who has been legally designated to make patient decisions has the right to participate in patient care plan development and implementation.
- B. The patient has the right to expect reasonable relief from pain or other discomfort, provided that such relief does not compromise patient safety or patient treatment provision.
- C. The patient has the right to receive advance notice about patient care plan changes.

X. Consent

- A. The patient has rights to participate in patient healthcare decisions, and to receive, as basis to influence such decisions, clear and concise explanation about patient condition, proposed procedures, and information about such procedures that includes risks of mortality and serious side effects, problems that may relate to recuperation, and probability of success.
- B. The patient has the right to be subjected to any procedure only after voluntary procedural consent has been obtained from a competent patient or person who has been legally designated to make patient decisions.
- C. The patient has the right to be informed about reasonable alternatives for proposed care or treatment.
- D. The patient has the right to know identities of persons or entities that are responsible for administration or authorization of patient care or treatment.
- E. The patient has rights to be informed, in advance, about instances when persons who are affiliated with the Hospital propose to engage in or perform experimentation, research, or educational projects that could impact patient care or treatment, and to refuse to participate in any such activity.

XI. Consultation

The patient has the right to request consultation with a specialist, provided that consultation is conducted at patient expense.

XII. Treatment Refusal

The patient or a person who has been legally designated to make patient decisions has rights, within legal limits, to refuse treatment, to expect Hospital compliance with such refusal, and to receive information about risks and benefits of such refusal; however, when such refusal prevents patient care provision that is consistent with professional standards, Hospital relationship with the patient may with reasonable notice be terminated.

XIII. Transfer and Continuity of Care

- A. The patient has the right to be transferred to another healthcare facility or organization only after the facility or organization has accepted transfer, and complete explanations about need for transfer and alternatives to transfer have been communicated to the patient.
- B. The patient has the right to be informed, by either the healthcare provider who is primarily responsible for patient care or a provider designee, about applicable healthcare requirements that will follow hospital discharge.

XIV. Hospital Charges

- A. The patient has the right to request and receive detailed, itemized, and written explanation about charges for services rendered at the Hospital.
- B. The patient has the right to receive, before patient eligibility for any third-party payer reimbursement of healthcare costs is terminated, timely notice about such termination.

XV. Concerns and Complaints

- A. The patient has the right to request and receive written information about Hospital mechanisms for initiation, review, and resolution of patient concerns and complaints.
- B. The patient has rights to report concerns or complaints that arise during Hospital service provision to any Hospital staff member, the Oregon Health Authority, or the Joint Commission, and to expect that such report will not adversely impact delivery or quality of such service.
- C. The patient has the right to receive response from entities that are contacted about concerns or complaints that arise during Hospital service provision.
- D. Additional information about concern or complaint report, and about response from entities that receive such report, is detailed in Hospital Clinical Manual document Patient Rights / Patient and Visitor Services / "Patient Concern Review".

XVI. Hospital Rules

The patient or a person who has been legally designated to make patient decisions has the right to expect applicable education about Hospital rules and expectations that relate to patient conduct.

XVII. Notification about Rights and Responsibilities

The patient or a person who has been legally designated to make patient decisions has the right to expect that written information about rights and responsibilities described in this document will be provided as soon after hospital admission or Medical Clinic registration as is possible.

PATIENT RESPONSIBILITIES:

I. Information Provision and Comprehension

- A. The patient is responsible for providing, to the best of patient knowledge, accurate and complete information about health concerns, past illnesses, hospitalizations, medications, and other matters that relate to personal health.
- B. The patient is responsible for reporting, to a healthcare provider who is responsible for patient care, unexpected changes in perceived personal condition, as well as lack of understanding about anticipated treatment course.
- C. The patient is responsible for requesting, when details about care plan are not completely understood, clarification about such details.

II. Compliance with Care Plan Instructions

- A. The patient is responsible for adhering to recommended treatment plan and complying with instructions delivered by nurses and healthcare providers as the plan is carried out, provider orders are implemented, and applicable Hospital rules are observed and enforced.
- B. The patient is responsible for attending healthcare appointments and, when such attendance is not possible, for notifying about such circumstance the Hospital or applicable Medical Clinic at least twenty-four hours before the appointment.

III. Refusal of Treatment

The patient is responsible for accepting consequences of personal refusal or failure to adhere to recommended treatment plan or healthcare provider instruction.

IV. Consideration and Respect of Others

- A. The patient is responsible for respecting rights of other persons (e.g. Hospital staff members or other patients).
- B. The patient is responsible for respecting Hospital property and property of other persons.
- C. The patient is responsible for refraining from use of derogatory, discriminatory, profane, or threatening behavior and language.
- D. The patient is responsible for observing Hospital rules that relate to noise control and limitation on visitor number.

V. Hospital Rules

- A. The patient is responsible for observing Hospital rules that relate to patient care and patient conduct.
- B. The patient is responsible for promptly meeting financial obligations to the Hospital that will not be met by a third party.

PROCEDURE:

- I. A complete list of rights and responsibilities described in this document will be included in the brochure "Patient Rights and Responsibilities", which will be available in hospital and Medical Clinics lobbies
- II. A complete list of rights and responsibilities described in this document will be included on the [Hospital website](#).