



## **PATIENT and FAMILY BILL OF RIGHTS**

The basic rights of human beings for independence of expression, decision, action and concern for personal dignity and human relationships are of great importance. During sickness their presence or absence becomes vital deciding factors in survival and recovery. It is the prime responsibility of this hospital to assure preservations of these rights for our patients and their family.

In providing care, the hospital has the right to expect reasonable and responsible behavior on the part of patients, their family and friends.

### **PATIENT RIGHTS:**

Notification of Family/Primary care Physicians

- You have the right to have a family member/significant other and your doctor notified promptly of your admission to the hospital.

#### **Reasonable access to care**

Individual shall be accorded impartial access to treatment or accommodations that are available or medically indicated regardless of race, creed, sex, national origin, religion, handicap or source of payment for care.

#### **Care that is considerate and respectful of your personal values and beliefs**

- You have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity.
- You are not required to perform services for the facility that are not included for therapeutic purposes in the plan of care.

#### **Be informed about and participate in decisions regarding all aspects of your care**

You and your family will be involved in all the following aspects of you care: Giving informed consent; making care decisions, including managing pain effectively; resolving dilemmas about care decisions; formulating advance directives; withholding resuscitative services; forgoing or withdrawing life-sustaining treatment; and care at the end of life.

Questions sometimes arise in the hospital over treatment decisions for patients for whom artificial means of life support (such as CPR or respirators) may not be indicated. Rice Medical Center has an ethics Committee that assists our patients, their families, our physicians, nurses and other healthcare providers in dealing with these issues.

#### **Security**

The hospital will provide reasonable safety insofar as the hospital practices and environment is concerned. You will be free from all forms of physical abuse or harassment. You will be freed from chemical and (except in emergencies) physical restraints. Restraints will be utilized only when necessary to protect you from injuring yourself or others.

You may be placed in protective privacy when considered necessary for your personal safety.

The maintenance department prior to use must approve all electrical equipment brought into the hospital. It is your responsibility to notify hospital staff of any electrical equipment you bring to the hospital.

### **Personal privacy and confidentiality of information**

- You may 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 with your care.
- You may wear appropriate clothing and religious or other symbolic items as long as they do not interfere with diagnostic procedures or treatment.
- You will be interviewed and examined in surroundings designated to assure reasonable audiovisual privacy, have a person of your own sex present during certain parts of a physical exam and remain disrobed no longer than necessary for accomplishing the medical purpose for which you disrobed.
- You and assured privacy for visits by your spouse/significant other. If you and your spouse or significant other are both hospitalized at the same time, you may share a room, unless medically contraindicated (as documented by your doctor in the medical record).
- Discussions or consultations involving your care will be conducted discreetly and individuals not directly involved with your care will not be present without your consent or that of your legally authorized representative.
- All communications and records pertaining to your care, including the source of payment for treatment will be treated as confidential.
- You may request to transfer to another room if another patient/visitor in that room is unreasonably disturbing by their actions.

Staff members will also inform you of; the name of the doctor or other practitioner who has primary responsibility for your care; the identity and profession of individuals responsible for authorizing and performing procedures or treatment; any professional relationship to another health care provider or institution that might suggest a conflict of interest; their relationship to educational institutions involved in your care and any business relationships between individuals treating the patient, or between the organization and any other health care, service, or educational institutions involved in your care.

### **Appropriate assessment and management of pain**

Rice Medical Center respects and supports your right to pain management. The hospital plans, supports and coordinates activities and resources to assure the pain of every patient is recognized and addressed appropriately. This includes: initial assessment and regular reassessment of complaints of pain; education of all relevant providers in pain assessment and management; education of patients, and family when appropriate regarding their roles in managing pain as well as the potential limitations and side effects of pain treatment; and after taking into account personal, cultural, spiritual/ethnic beliefs, communicating to you and your family that pain management is an important part of care.

### **Communication**

- You have the right to access people outside the hospital by means of visitors by verbal/written communication.
- You may associate and communicate privately with persons of your choice, send and receive personal mail unopened, unless medically contraindicated (as documented by your doctor in the medical record).

- If you do not speak/understand the primary language of this community, we will provide an interpreter for you.
- You may meet with and participate in activities of social and religious, and community groups at your discretion, unless medically contraindicated (as documented by your doctor in the medical record).

### **Access to protective services**

Rice Medical Center supports your right to access any and all protective services including the following: guardianship and advocacy services, conservatorship, state survey and certification agencies, state licensure office, the state ombudsman program, the protection and advocacy network and the Medicaid fraud unit.

### **Transfer and Continuity of Care**

- You may not be transferred to another facility unless you have received a complete explanation of the need for the transfer and alternatives of such a transfer.
- You have the right to be informed by your primary care physician or this designee of any continuing health care needs following discharge from the hospital.
- You will be given reasonable advance notice to ensure orderly transfer or discharge, and such actions will be documented in the medical record.

### **Research, investigation and clinical trials**

If you are asked to participate in a research project, investigational study or clinical trial, staff members will provide you with all the necessary information you need to make a fully informed decision.

- Expected benefits;
- Potential discomforts and risks;
- Alternatives that might also help;
- Explain procedures to be followed;
- Explain that you may refuse to participate and that your refusal will not compromise your access to the hospital's services.

### **Advance directives**

Texas federal law give every competent adult, 18 years or older, the right to make their own health care decisions; including the right to decide what medical care or treatment to accept, reject or discontinue. If you do not want to receive certain types of treatment or you wish to name someone to make health care decisions for you, you have the right to make these desires known to your doctor, hospital or other health care providers, and in general, have these rights respected.

Texas law recognizes four (4) types of advance directives:

1. A Directive to Physicians and Family or Surrogates (Living Will).
2. A Medical Power of Attorney.
3. A Mental Health Treatment Declaration.
4. An Out-of-Hospital Do Not Resuscitate Order.

A patient's care is not conditioned on nor is a patient discriminated against, based on whether or not you have prepared an Advanced Directive.

Use of an Advanced Directive is a personal matter. It is recommended that you discuss this matter with your doctor and your family.

If you would like more information about Advanced Directives or how to prepare one, information is available to you through the following sources: patient brochure/consultation with a member of the social services department.

### **Informed Consent**

Staff members will clearly explain to you and, when it is not medically advisable to give such information to you, an appropriate family member/significant other the nature of your illness and the general nature of any proposed treatments or procedures in terms that you can understand. The explanation will include potential benefits and drawbacks; potential problems related to recuperation; the likelihood of success; the possible results of non-treatment and any significant alternatives.

### **Hospital Charges**

- You have the right to request and receive an itemized and detailed explanation of the total bill for services rendered while in the hospital 30 days after discharge.
- You will be notified in a timely manner prior to termination of your eligibility for reimbursement by any third party payer for the cost of your care.

### **Grievance**

Anytime you or a significant other have a grievance, please feel free to call the Rice Medical Center at (979) 232-7102 to express any comments or concerns you have regarding your stay at Rice Medical Center. Each call will be handled confidentially.

You may also request a grievance form from any staff member. Any employee who receives a complaint, that cannot be resolved with satisfaction from the patient or patient's representative, will report the grievance in writing to their department supervisor as soon as possible during the shift. Any employee, patient and/or patient's representative can complete a grievance form. Completed grievance forms will be submitted to Administration.

### **Restraint for Acute Medical-Surgical Care**

You have the right to be free from restraints of any form that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff. The term "restraint" includes either a physical restraint or a drug that is being used as a restraint. A physical restraint is any manual method of physical or mechanical device, material, or equipment attached or adjacent to the patient's body that he or she cannot easily remove that restricts freedom of movement or normal access to one's body. A drug used as a restraint is a medication used to control behavior or to restrict the patient's freedom of movement and is not a standard treatment for the patient's medical or psychiatric condition.

### **Consultation**

- You have the right, at your own expense, to obtain a second opinion.

### **Medical Records**

- You have the right to access information contained in your clinical record within a reasonable time frame.