

# PATIENT'S RIGHTS

1. Considerate, safe and respectful care including the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected. You have the right to have your personal dignity respected. You have the right to receive pastoral and other spiritual services.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of your physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in language and words you can understand. You have the right to effective communication, services, including translation and interpretation and you have the right to consideration of any special needs that relate to vision, hearing, speech, language and recognition impairment. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment. You have the right to have your family, when given your permission or your surrogate decision maker permission, to be involved with your care, treatment and service decisions.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physician, to the extent permitted by law.
7. Be advised if the hospital/physician proposes that you participate in research investigation or clinical trial that you are provided adequate information. You have the right to refuse to participate in such research projects. Refusing to participate or discontinuing participation at any time will not compromise your access to care, treatment and services not related to research.
8. Reasonable responses to any reasonable requests made for services.
9. Appropriate assessment and management for your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve the pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a surrogate decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms. You have the right to telephone privacy.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information. Basic information may be released to the public, unless specifically prohibited in writing by you. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care, except as otherwise may be required or permitted by law.
13. You have the right to a safe and secure environment for yourself, your property and your visitors. You have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation by hospital staff, students, volunteers, other patients, visitors, family members and physicians. If ever you feel that protection is needed, you have the right to receive information regarding advocacy and protective services.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician or delegate of the physician of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided with this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitations, including restrictions upon the hours of visitations and number of visitors.

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19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
20. Access, request amendment to, and receive an accounting of disclosures regarding your health information as permitted under applicable law. You have the right to examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status. You have the right to safe, competent care, treatment and services, regardless of your ability to pay.
22. You have the right to issue a complaint freely and to have your complaint promptly investigated and satisfactorily resolved. You are entitled to information regarding your right to file a complaint with State authority without risk of coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services. If you want to file a grievance with this hospital, you may do so by writing or calling:  

Administration  
2601 E. Chapman Ave.  
Orange, CA 92869  
(714) 633-0011
23. You may file a complaint with the state Department of Health Services regardless of whether you use the hospital's grievance process. The state Department of Health Service's phone number and address is:  

The California Department of Health Services  
Licensing and Certification  
Orange County District Office  
2150 Towne Centre Place  
Suite 210  
Anaheim, CA 92806  
(714) 456-0630

*These Patient Rights combine Title 22 and other California laws, Joint Commission and Medicare Conditions of Participation requirements (4/06)*

# PATIENT'S RESPONSIBILITIES

## **1. Providing Information and Ask Questions:**

A patient has the responsibility to provide to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications and other matters relating to his/her health. He/she has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her. The patient is responsible for ensuring that the healthcare institution has a copy of his/her written Advance Directive.

## **2. Following Instructions:**

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders and enforce the applicable Hospital rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or Hospital.

## **3. Accepting Consequences:**

A patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

## **4. Meeting Financial Commitment:**

The patient is responsible for assuring that the financial obligations of his/her health are fulfilled as promptly as possible by providing insurance information and working with the hospital to arrange payment when needed.

## **5. Following Hospital Rules and Regulations:**

The patient is responsible for following hospital rules and regulations affecting patient care, conduct and safety.

## **6. Showing Respect and Consideration:**

The patient is responsible for being considerate of the rights of other patients and personnel and for assisting in the control of noise, observation of the Hospital's no smoking policy and the number of visitors. The patient is responsible for being respectful of property of other persons and that of the Hospital.

## **7. The Patient has a Responsibility:**

When able, for maintaining personal hygiene and grooming during hospital stay.

## **8. The Patient has a Responsibility:**

To report any risk in their care and changes in their conditions. The patient and family help the hospital to improve understanding of patient's environment by providing opinions about service needs and expectations.