

## **Patient Rights and Responsibilities**

Washington County Memorial Hospital and medical staff have adopted the following statement of patient rights. These rights are explained to the patient or the patient's representative. These rights shall include, but not to be limited to, the patient's right to:

### **Patient Rights:**

- Reasonable response to their request for services, consistent with our obligations, policies and mission statement.
- To considerate, respectful and quality medical care provided in a safe and secure environment, free from abuse and neglect, and rendered by competent personnel.
- To receive information from the physician about their illness, course of treatment and prospects for recovery in terms that can be understood.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically or non-treatment and risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- To appropriate management of pain medication.
- To exercise and obtain consultation on issues surrounding the patient's cultural, spiritual and ethical beliefs, provided they do not interfere with others' wellbeing.
- To privacy concerning their medical care.
- To know and are responsible for following the hospital policies and procedures applicable to patient care and conduct, including consideration for the rights of staff and other patients, and for assisting in the control of noise, smoking and number of visitors.
- To examine and receive an explanation of their bill. The patient has the responsibility to provide information necessary for claims processing and to be prompt in payment.
- The right to review your medical record and to receive copies at a reasonable photocopy fee.
- To designate a representative decision maker who will exercise the above rights and responsibilities on the behalf of the patient in the event the patient is incapable of understanding a procedure, or cannot communicate their wishes.
- The right to an interpreter
- The right to designate visitors regardless of whether the visitor is legally related to the patient. Washington County Memorial Hospital does not deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. Washington County Memorial Hospital may only restrict visitation when it is a medically appropriate circumstance.
- File a formal or informal verbal or written grievance.

### **Patient Responsibilities:**

- The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:
- The patient has the responsibility to the best of his/her ability to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
- The patient is responsibilities for reporting perceived risks in their care and unexpected changes in their condition to their responsible physician.
- 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.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for his/her actions should he/she refuses treatment or not follows his/her physician's orders.
- The patient has the responsibility for valuables left in the room, we encourage patients to send valuables home with a family member or close friend or locked in the lockbox. An itemized receipt and claim ticket with be provided to you.