

LOVELACE HEALTH SYSTEM

PATIENT RIGHTS AND RESPONSIBILITIES



We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions and communicate openly with your doctor and other health professionals, you will help make your care as effective as possible. Lovelace Medical Center encourages respect for the personal preferences and values of each individual.

AS A PATIENT OF LOVELACE MEDICAL CENTER YOU HAVE THE RIGHT TO THE FOLLOWING:

- A Medical Screening exam and stabilization even if you cannot pay for it.
- Have the services of a language interpreter arranged for you at no charge to you. The interpreter can help you talk to and understand doctors and other staff. The interpreter can help you communicate your needs to hospital staff.
- Ask that a family member or friend and a health care provider of your choice be notified if you are kept overnight in the hospital.
- Have family or a chosen representative participate in discussions of treatment options.
- Be treated with courtesy and respect in a way that respects privacy, confidentiality, security and dignity.
- An environment that preserves dignity and contributes to positive self image.
- Get care in a safe setting that is free of mental, physical, sexual and verbal abuse, neglect and exploitation.
- Know who is on the team providing your healthcare.
- Be involved in making decisions about your treatment and care.
- Be informed of any unexpected adverse event.
- Refuse or accept care, treatment, procedures, or services in accordance with the law and regulations.
- Be asked about your pain and to have your pain managed appropriately.
- Be free from being tied down, given sedation medicine or put into a room alone to control behavior problems except in emergencies. These methods are allowed only to keep someone safe if all other available methods have failed.
- The hospital respects the rights to and need for effective communication.
- The hospital does not participate in programs where patients have an opportunity to work.
- Be free to communicate without restriction (mail, telephone, visitors or other forms of communication) unless the restrictions are with your participation and evaluated for therapeutic effectiveness.
- Information about what is thought to be wrong with you, what treatment you can expect, the purpose of any procedure that the provider suggests as well as the outcomes of care, treatment, and services.
- Receive teaching about self-care after discharge.
- Receive adequate information related to research, investigation and clinical trials for which you may be eligible.
- Receive a full explanation of your bill, insurance coverage, services, and treatments that are provided.
- The following in regards to your medical records and health information:
 - See or obtain a copy of your medical records in a reasonable amount of time.
 - Request to write an amendment to your health information under certain circumstances.
 - Obtain a copy of the Lovelace Health System Joint Notice of Privacy Practices upon request.
 - The right to confidentiality and to information about how and/or when Lovelace Health System may use or share your health information.

- Obtain an accounting of where Lovelace Health System has shared your protected health information in the past 6 years, beginning April 14, 2003.
- Request that your health information be communicated with other institutions or health care providers in a confidential manner.
- Restrict certain users and disclosures of your health information (with Privacy Officer approval).
- Have access to protective or advocacy services, through Child Protective Services or Adult Protective Services.
- Express your concerns/complaints without fear of reprisal, and have them responded to in a timely manner.
- Appeal your discharge if you feel it's premature.
- Have a family member, friend or other individual present of your choice with you for your support during the course of your stay. You have the

right to receive the visitors you want. Visitors could be a spouse, a domestic partner, a same-sex domestic partner, a family member, a friend, or anyone else you want. You may change your mind at any time. The hospital may limit visitation if problems occur or for safety, security or patient care reasons.

- Accommodation for individuals with disabilities and the services provided to help patients with communication needs or mobility issues.
- Be free from discrimination.
- Designate a surrogate decision-maker of your choice.
- To receive information in a manner that you or your surrogate decision-maker understands.
- If you are unable to make decisions due to your medical condition, your surrogate decision-maker has these rights.

Just as a patient has certain rights, they and their families also have the following responsibilities:

YOU ARE RESPONSIBLE FOR PARTICIPATING IN THE SAFE DELIVERY OF CARE BY:

- Giving correct and complete health-related information.
- Knowing what medications you take.
- Telling your health care provider of any changes in your health.
- Asking questions to help you understand what has been explained and what you are supposed to do.
- Following the treatment plan or telling your health care provider that you cannot follow it.
- Accepting the results of refusing treatment or not following the treatment plan.
- Reading and understanding the information you are given about health care benefits.
- Canceling appointments that you cannot keep.
- Following hospital rules about patient care and safety.
- Meeting your financial obligation agreed upon with the hospital.
- Treating other patients and hospital staff with respect.
- Respecting the property of other people and of the healthcare organization. Respect the hospital's smoke free environment, which includes any tobacco, tobacco products and electronic cigarettes.
- Giving your opinions, concerns or complaints in a helpful way to the right people.

Patient Advocate **727.8340**
Privacy Officer **727.6641**