

# Patient Rights and Responsibilities

## **The Patient has the Right to:**

1. Reasonable access to care which recognizes the individual's dignity and beliefs regardless of race, color, national origin, culture, disability, age, sex, sexual orientation, diversity, creed, religion, possession/absence of an advance directive, or source of payment for care
2. Designate a healthcare decision-maker in the event the patient is unable to do so
3. Access to a language interpreter, at no cost, if the patient is not fluent in the predominant language of the community
4. Access to auxiliary aids, services and/or assist animals due to hearing, speech or other physical or mental impairment
5. Assistance as needed with language interpreters and other aids and services necessary due to physical or mental impairment
6. Have family, significant others and/or physicians notified of patient's admission
7. Participate in treatment and discharge planning
8. Be cared for in a safe, clean and private environment free from all abuse, harassment or indiscretion
9. Be free from any medically unnecessary restraints or seclusion
10. Have an Advance Directive placed in his or her medical record, or to have hospital staff assist in the explanation and preparation of said directive or decision
11. Know the identity and professional status of persons providing services and care
12. Access directly or through a representative, a copy of the unit's hospital-wide staffing plan for nursing services and documentation of actual daily staffing levels.
13. Information from physicians presented in understandable terms regarding diagnosis, treatment options with their risks and benefits, the results of care including any unanticipated outcomes, and prognosis
14. Voice concerns without recrimination regarding quality of care or services, and to expect those concerns to be addressed immediately according to the hospital grievance policy
15. Information necessary to give informed consent before any procedure or treatment
16. A second opinion at the patient's request and own expense
17. Refuse treatment to the extent permitted by law and to be informed of the medical consequences of this decision
18. Appropriate assessment and management of pain
19. Confidentiality of all clinical records and communication to the extent permitted or required by law
20. Access directly or through a representative the information in his or her clinical record within a reasonable time frame and at a cost not to exceed community standards or HIPAA requirements
21. Request and receive a list of certain disclosures by the hospital of your medical information made in accordance with state and federal law
22. Request an amendment be made to your clinical records if you believe information has been misrepresented
23. Request restrictions on how your medical and financial records are used and shared; however, the hospital may choose not to accept
24. Access to reasonable continuity of care following hospitalization
25. Receive visitors and communications from outside the hospital according to hospital policy
26. Review and consideration of any ethical concerns regarding care or treatment
27. Be transferred to another facility when medically permissible and to have the reason, benefits, risks and alternatives explained prior to the transfer

28. Receive information regarding involvement in experimental or investigational studies, and to accept or refuse involvement without consequences
29. An itemized explanation of all charges related to the individual's medical treatment regardless of the payment source
30. Die in comfort and dignity

## **The Patient has the Responsibility to:**

1. Provide accurate information on present and past illnesses, hospitalizations, medications and other health matters
2. Follow treatment recommended by his or her physician
3. Accept consequences of refusing treatment or not following physician's instructions
4. Provide a copy of his or her existing Advance Directive
5. Meet financial obligations of his or her health care
6. Protect personal items brought into the hospital, for the hospital cannot assume responsibility for loss or damage of these items
7. Follow hospital rules and regulations
8. Adhere to the hospital's No Smoking Policy
9. Cooperate in discharge planning process
10. Respect the rights of other patients and hospital personnel and the property of others in the hospital
11. Acknowledge in writing that he or she has received the Notice of Privacy Practices

## **The Patient is Encouraged to:**

1. Become an active, involved and informed member of the healthcare team by asking questions about his or her own health and safety
2. Participate with the healthcare team in the verification of the site/site of any invasive procedure to be performed
3. Remind staff to check your armband/patient ID prior to receiving any medication, blood/blood product or invasive procedure
4. Ask questions regarding medications given
5. Remind staff to wash their hands before providing care

## **Patient Advocacy programs:**

1. Guest Relations Representative, St. Alexius Hospital: 314-865-7046 (*Complaints and Grievances*)
2. Missouri Crime Victims (*Aid to Victims of Crime*) 1-800-347-6881
3. Child Abuse Hotline: 800-392-3738
4. Senior Services: (*Elderly & handicapped abuse*) 800-392-0210
5. Dept. of Family & Children Services: (*Foster care, child abuse or neglect*) 314-340-7000
6. Missouri Health Facility Regulation: 573-751-6303
7. Missouri State Survey & Certification Agency: (*Abuse, neglect, or misappropriation of patient property*) 573-751-6303
8. MO HealthNet Participant Services 1-800-392-2161
9. St. Louis City Police Dept. of Sexual Crimes & Child Abuse: 314-444-5385
10. Victim Services: 314-622-4373
11. SAFE Connections 314-531-2003
12. Missouri Board of Healing Arts: (*Physician licensing*) 573-751-0098
13. The Joint Commission, Office of Quality Monitoring: 1-800-994-6610 or e-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)