

Great River

Medical Center

PATIENT RIGHTS AND RESPONSIBILITIES

I. PATIENT'S BILL OF RIGHTS

- a. You have the right to considerate and respectful care that includes consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness.
- b. You or your legally designated representative have the right to be informed about your illness, possible treatment, and likely outcome(s) and to discuss this information with your doctor. You have the right to know the names and roles of people treating you.
- c. You have the right to an interpreter if necessary.
- d. You have the right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.
- e. You have the right to have an advance directive, such as living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family, and your doctor.
- f. You have the right to privacy. The hospital, your doctor, and others caring for you will protect your privacy as much as possible.
- g. You have the right to expect that treatment records are confidential unless you have given permission to release information, or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- h. You or your legally designated representative have the right to review your medical records and to have the information explained, except when restricted by law.
- i. You have the right to expect that the hospital will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of the risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
- j. You have the right to comfort and dignity in the face of death, the treatment of primary and secondary symptoms as desired, and effective pain management. Psychosocial and spiritual concerns of the patient and patient's family during this time will be acknowledged as well as the need for the expression by the patient and the family.
- k. You have the right to know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.
- l. You have the right to consent or decline to take part in research affecting your care. If you choose not to take part in research or investigational treatments and procedures, you will receive the most effective care the hospital otherwise provides.
- m. You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.
- n. You have the right to know about hospital rules that affect you and your treatment and about charges and payment methods. You have the right to know about hospital resources, such as patient representatives or ethics committees that can help you resolve problems and questions about your hospital stay and care.
- o. You have the right to express a complaint concerning your care and receive a response without your care being compromised. You have the right to access an internal grievance process and also to appeal to an external agency. State Agencies: Arkansas Department of Health, (501) 661-2000, Mississippi State Department of Health, (601) 576-7400 or (800) 227-7308, and Tennessee Department of Health, (731) 423-6454 or state peer review organizations: Arkansas Foundation for Medical Care, (501) 375-1200, (Mississippi) Information and Quality Healthcare, (601) 957-1575, and (Tennessee) Mid-South Foundation for Medical Care, Inc., (901) 682-0381.
- p. You have the right to receive care in a safe setting, free from abuse or harassment including access to protective services.
- q. You have the right to expect that a family member or representative and a physician will be notified promptly of your admission to the hospital.

- r. You have the right to be free from restraints or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- s. You have the right to assessment and management of pain, including initial assessment and regular assessment of pain, and expect education of all relevant providers in pain assessment and management. You will receive education, along with your family/representatives, when appropriate, regarding you and your family's/representative's role in managing pain as well as the potential limitation and side effects of pain treatments, and after taking into account personal, cultural, spiritual, and/or ethnic beliefs, communicating to you and your family/representative that pain management is an important part of care.

II. AHA CHILDREN'S BILLS OF RIGHTS

- a. Children have the right to be respected as unique individuals and be members of the family regardless of needs complicated by hospitalization.
- b. Children have the right to establish/maintain parent-child relationships including 24 hour visitation/rooming in with their parents unless such visitation interferes with safety or recovery.
- c. Children have the right to communicate and/or visit with siblings unless visitation interferes with safety or recovery.
- d. Children have the right to receive age and developmentally appropriate care that includes space, equipment and programs for the wide range of play, education and social activities essential to growth and development.
- e. Children have the right to already established supportive home patterns of interactions and routines.
- f. Children have the right in the absence of their parents to have consistent emotional support and nurturing care.
- g. Children have the right to an environment which is aware of the individual's ethnic, cultural and developmental needs.
- h. Children have the right to receive care from professionals skilled in assessing emotional, physical, developmental and academic needs.
- i. Children's families have the right to assistance concerning finances, housing, and coping needs during hospitalization.
- j. Children have the right to have his/her physician and a family member notified of the hospital admission.
- k. Children have the right to a safe setting and to be free of abuse or harassment and access to protective services.
- l. Children have the right to be free from seclusion and restraints of any form that are not medically necessary and do not improve the well being of the child.
- m. Children have the right to an assessment and management of pain, including initial assessment and regular assessment of pain, and to expect education from relevant providers in pain assessment and management. Children should receive education, along with parents/representatives, when appropriate regarding their and their parent's/representative's role in managing pain as well as the potential limitation and side effects of pain treatments, and after taking into account personal, cultural, spiritual, and/or ethnic beliefs, communicating to the child and parents/representatives that pain management is an important part of care.

III. EXCEPTIONS

- a. If a parent or guardian's decision is believed by the physician to seriously endanger the child's health and safety, GRMC will pursue avenues necessary for a resolution that protects the child.
- b. GRMC supports the "Patient's Bill of Rights" and the "Children's Bill of Rights" to the extent that they do not conflict with other GRMC policies, regulatory or legal constraints, or steps necessary from time to time to ensure GRMC financial viability.

IV. PATIENT RESPONSIBILITIES

- a. You are responsible for providing information about your health, including past illnesses, hospital stays, and the use of medicine.
- b. You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor or the health care professional.
- c. You and your visitors are responsible for being considerate of the needs of their patients, staff, and the hospital.
- d. You are responsible for providing information for insurance and for working with GRMC, when needed, to arrange payment.
- e. You are responsible for recognizing the effect of lifestyle on your personal health. Your health depends not just on your hospital care but, in the long term, on the decisions you make in your daily life.