

PATIENT'S RIGHTS

Every patient to include neonate, child, adolescent, adult, and geriatric patients who is receiving care, treatment, and/or services in the Baptist Health System, has the following rights. These rights can be exercised on the patient's behalf by the legal representative/surrogate decision maker, next available family member(s), parent(s) and/or guardian(s) if the patient lacks decision-making capacity, is legally incompetent, or is a minor.

1. You have the right to have these rights explained to you aloud in simple terms in a way you can understand within 24 hours of being admitted to the hospital to receive services (e.g., in your language if you are not English-speaking, in Sign Language if you are hearing impaired, in Braille if you are visually impaired, or other appropriate methods).
2. You have the right to reasonable response to requests and needs for care, treatment and services within the hospital's capacity, its stated mission, and applicable laws and regulations.
3. You have the right to care that is considerate, respectful, and supportive of your personal values and beliefs. A clean, safe, and pleasant environment that preserves dignity and contributes to a positive self-image.
 - Consideration of psycho-social, spiritual, and cultural variables that influence the perceptions of illness.
 - End-of-Life Decisions – Care of the dying patient that optimizes the comfort and dignity of the patient through:
 - Treating primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker;
 - Effectively and aggressively managing pain as appropriate to the medical diagnosis or surgical procedure;
 - Sensitively addressing issues such as autopsy and organ donation;
 - Respecting the patient's wishes, values, religion, and philosophy;
 - Involving the patient and, where appropriate, the family in every aspect of care; and
 - Responding to the psychological, social, emotional, spiritual, and cultural concerns of the patient and the family.
4. You have the right, in collaboration with your physician, Baptist Health System and its services, and when appropriate your family and/or surrogate decision maker to be informed about and participate in the development and implementation of your plan of care.
 - To be informed of your health status by your physician(s) and other direct caregiver in understandable terms concerning diagnosis, treatment, prognosis and plans for discharge and follow up care.
 - To ensure that care, treatment, and services planned are appropriate to your assessed needs, strengths, and limitations.
 - To be involved in care planning and treatment.

Giving informed consent

- Accept medical care or to refuse care, treatment, and services to the extent permitted by law and be informed of the medical consequences of any such refusal;
- Making care decisions, including managing pain effectively;
- Resolving dilemmas about care decisions;
- Formulating advance directives and appointing a surrogate to make health care decisions on your behalf to the extent permitted by law;
 - In formulating an advance directive, the hospital shall have in place a mechanism to ascertain the existence of and assist in the filing of advance directives at the time of admission
 - The provision of care shall not be conditioned on the existence of an advance directive, and

Patient Rights & Responsibilities

- A copy of the advance directive shall be in the patient's medical record and shall be reviewed periodically with the patient or surrogate decision maker
 - To have hospital staff and practitioners who provide care in the hospital comply with these directives
 - Withholding Resuscitative services;
 - Forgoing or withdrawing life-sustaining treatment;
 - Care at the end of life.
5. You and when appropriate your family and/or surrogate decision maker have the right to be given information necessary to enable you to make treatment decisions that reflect your wishes such as,
 - Potential benefits and drawbacks;
 - Potential problems related to recuperation;
 - The likelihood of success;
 - The possible results of non-treatment and
 - Any significant alternatives.
 6. You have the right to the appropriate assessment and management of pain,
 - Initial assessment and regular reassessment of pain;
 - Education of all relevant providers in pain assessment and management;
 - Education of patients, and families when appropriate, regarding their roles in managing pain as well as the potential limitations and side effects of pain treatments; and
 - After taking into account personal, cultural, spiritual, and/or ethnic beliefs, communicating to patients and families that pain management is an important part of care.
 7. You and when appropriate your family members and/or surrogate decision maker have the right to be informed about the outcomes of care, treatment, and services including unanticipated outcomes.
 8. You, and when appropriate, your family and/or surrogate decision maker have the right to participate in the consideration of ethical issues that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials.
- The hospital shall have a mechanism for the consideration of ethical issues arising in the care of the patients and to provide education to care givers and patients on ethical issues in health care.
9. You have the right to be informed of any human experimentation or other research educational projects affecting your care or treatment.
 10. You have the right to participate in a research project and be given a description of the expected benefits.
 - Baptist Health System protects research subjects and respects their rights during research, investigation, and clinical trials involving human subjects.
 - Receive description of expected benefits.
 - Receive description of the potential discomforts and risks.
 - Receive a description of alternative services that might also prove advantageous to them.
 - Receive a full explanation of the procedures to be followed, especially those that are experimental in nature.
 - Be informed that you may refuse to participate, and that your refusal will not compromise your access to services.
 11. You have the right, within the limits of the law, to effective communication including the hearing, speech, and visually impaired; the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse or harassment; the right to confidentiality of your medical records, except in cases such as sus-

pected abuse or public health hazards which are required by law to be reported; the right to Pastoral Care and other spiritual services; the right to receive, at the time of admission, information about the hospital's patient rights policy and the mechanism for the initiation, review and when possible resolution of patient complaints concerning the quality of care.

12. You have the right to designate and/or be designated a decision maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
13. You and/or your surrogate decision maker have the right to access, request amendment to, and receive an accounting of disclosures regarding your medical records and have information explained or interpreted as necessary, except as restricted by law, to be done within a reasonable time frame.
14. Your guardian, next of kin, or surrogate decision maker has the right to exercise, to the extent permitted by law, the rights delineated on behalf of you, the patient, if you the patient:
 - Has been adjudicated incompetent in accordance with the law;
 - Is found by the physician to be medically incapable of understanding the proposed treatment or procedure;
 - Is unable to communicate your wishes regarding treatment; or
 - Is a minor.

15. You have the right to freedom from restraints used in the provisions of acute medical and surgical care unless specific clinical justification criteria is met and your doctor writes an order. The hospital will only use restraints if necessary to improve your well-being, and less restrictive interventions have been determined to be ineffective. The term "restraint" includes any manual method or device, solely for the purpose of restraint. If you are restrained, you or a member of your family has a right to be told the reason, how long you will be restrained, and what you have to do to be removed from restraint. The restraint has to be stopped as soon as possible.

16. You have the right to freedom from seclusion and restraints used in behavior management unless specific clinical justification criteria is met and your doctor writes an order. The hospital will only use restraints or seclusion for behavior management in emergency situations if it is necessary to ensure your physical safety, and less restrictive interventions have been determined to be ineffective.

17. You have the right to receive notification (verbal and/or written) of your rights and responsibilities prior to receiving services at this facility. If you so desire, a copy will also be given to the person of your choice. If a guardian has been appointed for you or you are under 18 years of age, a copy will also be given to your guardian, parent, or conservator.

18. You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.

19. You have the right to receive information in regards to this hospital's method of informing you of your rights.

20. You have the right to receive information in regards to this hospital's method of educating staff about patient's rights and their role in supporting those rights.

21. You have the right to access protective services. This includes guardianship and advocacy services, conservatorship, and child or adult protective services.

22. You have the right to meet with the staff responsible for your care and be told of their name, professional discipline, job title, and responsibilities.

23. You have the right to be free from mental, physical, social, and verbal abuse, neglect, and exploitation.

24. You have the right to exercise citizenship privileges.

25. You have the right to consent for any recordings and/or filming made for purposes other than identification, diagnosis, or treatment.

PATIENT'S RESPONSIBILITIES

In order to promote quality care, the Baptist Health System affirms the following patient responsibilities, while receiving care, treatment, and services, as an integral part of the healing process:

1. Responsible for providing accurate and complete information about present health, past illnesses, hospitalizations, medications, allergies, and other health matters to the best of your knowledge.
2. Responsible for reporting to your doctor and/or nurse any changes in your condition.
3. Responsible for participating in developing and for following the treatment plan recommended to you. This includes instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the physician's orders, and enforce applicable hospital rules and regulations. You are also responsible for reporting to your doctor and/or nurse whether you clearly comprehend a contemplated course of action and what is expected of you.
4. Responsible for your actions if you refuse treatment or do not follow instructions given to you.
5. Responsible for providing the hospital with a copy of your written advance directive(s), if one has been executed. Also, reporting any changes in your advance directive(s).
6. Responsible for assuring that financial obligations are fulfilled promptly by providing the necessary information to ensure processing of hospital bills.
7. Responsible for following hospital rules and regulations affecting patient care and conduct.
8. Responsible for protecting your own valuables. You are also responsible for being respectful of the property of other patients and of the hospital.
9. Responsible for being considerate of the rights of other patients, volunteers, visitors, and hospital personnel.
10. Responsible for asking questions if directions and/or procedures are not understood.
11. In relation to pain management, you are responsible for asking your doctor or nurse what you should expect in relation to pain and pain management; you are responsible for discussing pain relief options with your doctor and/or nurse; you are responsible for working with your doctor and/or nurse to develop a pain management plan; you are responsible for asking for pain relief when pain first begins; you are responsible for helping your doctor and/or nurse measure your pain; and you are responsible for telling your doctor and/or nurse if your pain is not relieved.
12. Responsible for notifying hospital personnel if you and/or your surrogate decision maker are concerned about any patient safety-related issues.

All patients admitted into our Behavioral Health Unit will also be given a copy of the patient **Bill of Rights**.

For additional copies of these **Patient Rights and Responsibilities** and/or **Bill of Rights**, please visit any of our Admitting/Registration areas. Copies are available upon request and are available in English and Spanish.

If you would like to hear these Patient Rights and Responsibilities read in either English or Spanish, please call (210) 297-8800.

For questions concerning your **Patient Rights and Responsibilities** call our Administration Department at:

- Baptist Medical Center (210) 297-7600
- North Central Baptist Hospital (210) 297-4600
- Northeast Baptist Hospital (210) 297-2600
- Southeast Baptist Hospital (210) 297-3600
- St. Luke's Baptist Hospital (210) 297-5605

