

Unit Two - Law and Order

Patient Rights And Responsibilities

Directions: Assign each student a Patient Right and Responsibility. Each student will construct a scenario on how that right and responsibility may be demonstrated in a health care setting. Students will then demonstrate (perform) the scenario for the class. The class will give appropriate feedback.

Patient Rights and Responsibilities:

- You have the right to be informed of your rights and to participate in the development and implementation of your plan of care.
- You have the right to considerate and respectful care.
- You have the right to know the names and roles of people treating you.
- You have the right to be well informed about your health status, possible treatments and likely outcomes and to discuss this information with your doctor.
- You have the right to be involved in care planning and treatment.
- You have the right to make decisions regarding your care.
- You have the right to consent to or refuse a treatment as permitted by law and hospital policy, and to be informed of the medical consequences of this action. If you refuse a recommended treatment, you will receive other available care.
- You have the right to have an advance directive and to have hospital staff and practitioners who provide care in the hospital comply with these directives. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself.
- You have the right to timely information about any policy that may limit the hospital's ability to implement a legally valid advance directive.
- You can designate a healthcare decision-maker.
- You have the right to personal privacy.
- You have the right to receive care in a safe setting, free from verbal or physical abuse or harassment. Each person involved in your care will protect your privacy as much as possible.
- You have the right to quality health care without discrimination as to race, creed, religion, sex, national origin, or payment source.
- You have the right to expect that clinical records are confidential unless reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes confidentiality.
- You have the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to obtain a copy of your medical record and the right to access information contained in your records within a reasonable time frame.
- 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 risks, benefits and alternatives.

Health Occupations Professional Essentials

- You will not be transferred until the other institution agrees to accept you.
- You have the right to know of any business relationships the hospital has that may influence your treatment and care.
- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- You have the right to reasonable continuity of care. Your physician or a delegate of your physician should inform you of your continuing health care requirements after discharge.
- You have the right to protective services if needed. You have the right to know about hospital rules that affect you and your treatment.
- You have the right to know about hospital resources, such as patient representatives or ethics committees that can help you resolve any problems or questions.
- You have the right to ethical advice.
- You have the right to appropriate assessment and management of pain.
- You have the right to examine and receive an explanation of your bill and to be informed of available payment methods.
- You have the right to refuse to talk with or see anyone not directly involved with your case.
- You have the right to complain/compliment without fear of retaliation or compromising access to or quality of care.
- You have the right to file a grievance.

The patient is also expected to meet certain responsibilities including:

- following the plan of care
- providing complete and accurate health information
- communicating their comprehension of instructions on procedures and treatment.

The patient is also responsible for consequences of refusing treatment, following hospital rules and regulations, and considerate of the rights of other patients and hospital personnel.

Finally, patients are responsible for assuring that the financial obligations of receiving care are met.