

PATIENT'S RIGHTS AND RESPONSIBILITIES

Holy Cross Hospital assumes the responsibility to assure the basic rights and responsibilities of patients while providing health care.

NOTICE OF PATIENT RIGHTS AND GRIEVANCE PROCESS

Holy Cross Hospital will inform each patient (or their representative) of the patient's rights in advance of furnishing or discontinuing care. Grievances may be filed with the Patient Safety and Risk Management Director (or your designee) and the Patient Concerns and Issues Policy will be followed.

PATIENT RIGHTS

As a Patient, You Have These Rights:

- The right to refuse treatment.
- The right to pain management.
- The right to safety, privacy and confidentiality.
- The right to be in communication with your caregivers.
- The right to make informed decisions.
- The right to participate in all aspects of your health care.
- The right to an Advance Directive.
- The right to impartial access to care.
- Knowledge of your rights and responsibilities in receiving care.
- The right to file a grievance through the Hospital's grievance process.
- The right to be free of physical and/or chemical restraints. Restraints will be used only when necessary and not used as a coercion, discipline, convenience or retaliation.

EXERCISE OF RIGHTS

Patients have the right to participate in the development and implementation of their plan of care.

As a patient, you have the right to:

- Be informed of your health status.
- Be involved in care planning and treatment.
- Request or refuse treatment.
- Formulate an Advance Directive.
- Have practitioners and staff provide care that is consistent with these directives.
- Have a family member (or appointed representative) and your family physician promptly notified upon admission to the Hospital.

PRIVACY AND SAFETY

As a patient, you have the right to:

- Personal privacy.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.
- Not suffer any adverse consequences for filing a complaint.

CONFIDENTIALITY OF PATIENT RECORDS

As a patient, you have the right to:

- Confidentiality of your medical records.
- Access the information contained in your medical records.

- Access medical record information within a reasonable period.

COMMUNICATION

As a patient, you have the right of access to people outside the Hospital by means of visitors and by verbal and written communication. You have the right to specify visitation and telephone contact. If you do not speak or understand Spanish or English, you may have access to an interpreter. Translators for Native Americans speaking Tiwa and other languages can be arranged.

TRANSFER AND CONTINUITY OF CARE

As a patient, you may not be transferred to another facility or organization unless: a complete explanation of the need for the transfer is given to you; alternatives to the transfer are explained and; the transfer is acceptable to the other facility. You have the right, following discharge from the Hospital, to be informed of any continuing health care requirements from the practitioner or chosen delegate responsible for your health care.

HOSPITAL CHARGES/BILLING

As a patient, regardless of the payment source for the health care performed, you have the right to request and receive an itemized and detailed explanation of the total bill for services rendered in the Hospital. You also have the right to request clarification of your Hospital charges and/or billing procedures.

HOSPITAL RULES AND REGULATIONS

As a patient, you should be informed of Hospital rules and regulations applicable to your conduct. You are entitled to information about the Hospital's mechanism for initiation, review and resolution of your complaints.