

WEST VIRGINIA UNIVERSITY HOSPITALS
and Ambulatory Services
POLICY AND PROCEDURE MANUAL

Policy IV.180
1st Effective 11-16-90
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5-4-04; 6-3-09; 11-16-12; 2-26-16

Reviewed 1-19-09

PATIENT RIGHTS & RESPONSIBILITIES

POLICY

West Virginia University Hospitals (WVUH) is dedicated to providing for the interest and well being of patients.

PROCEDURE

- A. WVUH's statement on rights and responsibilities of patients is included in the patient information booklet that will be made available to each patient or responsible party upon admission or as soon after admission as feasible.

Patients have the right to:

- ☐ Privacy
- ☐ Request confidential communication by alternative means or at alternative locations and to receive information in a manner understood by the patients.
- ☐ Receive a copy of the Notice of Privacy Practices describing how their protected health information (PHI) is used and disclosed for purposes of treatment, payment, and healthcare operations as well as how to file complaints and obtain additional information.
- ☐ Expect that PHI contained in the Designated Record Set (DRS) is confidential and will be used by WVUH only for the purposes of treatment, payment, or health care operations as outlined in the Notice of Privacy Practices. PHI will not be disclosed for any other purposes unless the patient has given permission to release information or reporting is required or permitted by law. The patient has the right to restrict access to the extent permitted by law.
- ☐ Review PHI in the DRS, receive a copy, and to have the information explained, except when restricted by law. The patient has the right to request amendment and/or correction to PHI in the DRS. A request for amendment may be denied if the information is accurate and complete based on the provider's professional judgment, the information was not created by WVUH, or it is not subject to the individual's rights of access.
- ☐ Receive an accounting of disclosures of their PHI as permitted by law.
- ☐ Considerate and respectful care.
- ☐ Be well-informed about their illnesses, possible treatments, and likely outcomes including discussions of this information with their health care providers. Patients also have the right to participate in developing and implementing their plan of care.
- ☐ Know the names and roles of people treating them.
- ☐ Have a family member or person of their choice and doctor notified of their admission to the hospital.

- ☐ Have an advance directive and have hospital staff and other health professionals providing care in the hospital comply with these directives.
- ☐ Receive information about pain management measures and to have staff respond quickly to his/her reports of pain.
- ☐ To receive care in a reasonably safe environment.
- ☐ To be free from all forms of neglect, exploitation, and verbal, mental, physical and sexual abuse and harassment.
- ☐ Expect that the hospital will give them necessary health services to the best of its ability. If treatment, referral, or transfer is recommended, patients have the right to be informed of the risks, benefits, and alternatives as well as give or withhold informed consent including the production or use of recordings, films, or other images for purposes other than care delivery.
- ☐ To be free from any form of restraint unless it is medically necessary.
- ☐ Know if this hospital has relationships with outside parties that may influence treatment and care.
- ☐ Consent or decline to take part in research, investigation and clinical trials.
- ☐ Be told of realistic care alternatives when hospital care is no longer appropriate.
- ☐ Know about hospital rules that affect their treatment and about charges and payment methods.
- ☐ Know about hospital programs or resources, to resolve problems and questions about their hospital stay and care. Examples include the patient representatives and ethics committee.
- ☐ To stay in an environment that preserves dignity and contributes to a positive self-image.
- ☐ Patients may use personal cellular or other mobile devices in all areas of WVUHC unless restricted by specific unit policies (e.g. Chestnut Ridge Center). This includes taking photographs or recorded images or voices of their family members but does not include taking photographs or recording images or voices of unrelated persons, including hospital staff, without permission.

A patient has the responsibility to:

- ☐ Provide information about his/her health, including past illnesses, hospital stays, and use of medication.
- ☐ Ask questions when he/she does not understand information or instructions and accept consequences of personal choices.
- ☐ Ask his/her physician or nurse what to expect about pain management and to work with his/her physician or nurse to develop a pain management plan.
- ☐ Inform his/her physician if he/she cannot follow through with the prescribed treatment.
- ☐ Be considerate of the needs of other patients, staff and the hospital.
- ☐ Provide information for insurance and for working with the hospital to arrange payment, when needed.
- ☐ Recognize the effect of life style on his/her personal health.
- ☐ Safeguard all of their personal belongings.

☐ Follow rules and regulations.

B. The handling and resolution of a conflict concerning the care of the patient will be dealt with according to WVUH Policy IV.190 Patient and Family Complaint and Grievance Mechanism.

REFERENCE

42 CFR 482.13

45 CFR 164.520

WVUH VIII. 101 Policy Regarding Notice of Privacy Practices

WVUH IV.190 Patient and Family Complaint and Grievance Mechanism

WVUH (new policy # needed) Photography and Audio and/or Visual Recordings of Hospital Staff

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