

JACKSON GENERAL HOSPITAL PATIENT'S BILL OF RIGHTS

INTRODUCTION

Jackson General Hospital has developed a "Patient's Bill of Rights" with the expectation that observance of these rights will contribute to more effective patient care and greater satisfaction for the patient, physician, and the hospital organization.

PATIENT'S BILLS OF RIGHTS

1. The patient has the right to considerate and respectful care, including the right to be free from all forms of abuse or harassment. The patient has the right to receive care in a safe setting.
2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis. Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits. Patients have the right to know the identity of physicians, nurses, and other involved in their care as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices insofar as they are financial implications of treatment choices insofar as they are known.
3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and Hospital policy and to be informed of the medical consequences of this action. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or be transferred to another hospital. Hospital should notify patients of any policy that might affect patient choice within the institution.
4. The patient has the right to have an advance directive (such as a living will or medical power of attorney) concerning treatments or designating a surrogate decision-maker with the expectation that hospital will honor the intent of that directive to the extent permitted by law and hospital policy for "Advance Directives for Health Care"). Healthcare institutions must advise patients of their rights under state law and hospital policy to make informed medical choices, ask if the patient has an advance directive, and include that information in patient records. The patient has the right to timely information about hospital policy that may limit its ability to implement fully a legally valid advance directive.
5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy.

6. The patient has the right to expect that all communications and records pertaining to the patient's care will be treated as confidential by hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient has the right to expect that hospital will emphasize the confidentiality of this information when it releases it to any other parties entitled to review information in these records.
7. The patient has the right to review the records pertaining to the patient's medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity and policies, hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. Hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
9. The patient has the right to ask and be informed of the existence of business relationships among hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
10. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that hospital can otherwise provide.
11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other care givers of available and realistic patient care options when hospital care is no longer appropriate.
12. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, or other mechanisms available in the institution.
13. The patient has the right to be informed of hospital's charges for services and available payment methods.
14. The patient has the right to be free from the use of seclusion and restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation from staff.

15. The patient has the right to affective communication with the use of skilled interpreters and personnel skilled in communicating with vision and hearing impaired individuals as needed.
16. The patient has the right to have his or her cultural, psychological, spiritual, and personal values, beliefs, and preferences respected.
17. The patient has the right to confidentiality of his or her medical records.
18. The patient has the right to access information contained in his or her clinical records within a reasonable time as defined by hospital policy.

CHILDREN'S BILL OF RIGHTS

Jackson General Hospital recognizes that due to age and dependency, children (neonate through adolescent) have additional needs. To the extent that they do not conflict with other Jackson General policies, regulatory or legal constraints, or steps necessary from time to time to ensure Jackson General's financial viability, the Children's Bill of Rights set forth as follows is applicable:

1. Children have the right to be respected as unique individuals and be members of the family regardless of needs complicated by hospitalization.
2. 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 and recovery.
3. Children have the right to communicate and/or visit with siblings unless visitation interferes with safety or recovery.
4. Children have the right to receive age and developmentally appropriate care that includes space, equipment and programs for the wide range of play and social activities essential to growth and development.
5. Children have the right to already established supportive home patterns of interactions and routines.
6. Children have the right in the absence of their parents to have consistent emotional support and nurturing care.
7. Children have the right to be treated in an atmosphere or environment, which supports the individual's ethnic, cultural and developmental needs.
8. Children have the right to receive care from professionals skilled in assessing emotional, physical, developmental and academic needs.

9. Children's families have the right to assistance concerning finances, housing, and coping needs during hospitalization.

Recognizing children are often unable to voice their needs or assert their rights as individuals, Jackson General acknowledges the parent's responsibility to represent the child in decisions and strives to support the autonomy, and competence of the family. In the event the physician believes a parent or guardian's decision seriously endanger the child's health or safety, Jackson General will pursue avenues necessary for a resolution that protects the child.

PATIENT'S RESPONSIBILITIES

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

1. The patient is responsible for providing information about past illnesses, hospitalizations, medications, and other matters related to health status.
2. To participate effectively in decision-making, the patient must be encouraged to take responsibility for requesting additional information or clarification about his health status or treatment when he does not fully understand information and instructions.
3. The patient is also responsible for ensuring that hospital has a copy of his written advance directive (such as a living will or medical power of attorney) if he has one.
4. The patient is responsible for informing his physician and other caregivers if he anticipates problems in following prescribed treatment.
5. The patient should be aware of hospital's obligation to be reasonable efficient and equitable in providing care to other patients and the community. Hospital's rules and regulations are designed to help hospital meet its obligations.
6. The patient and family are responsible for making reasonable accommodations to the needs of hospital, other patients, medical staff, and hospital employees.
7. The patient is responsible for providing necessary information for insurance claims and for working with hospital to make payment arrangements, when necessary.
8. A person's health depends on much more than health care service. The patient is responsible for recognizing the impact of his life-style on his personal health.

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