

REYNOLDS MEMORIAL HOSPITAL, INC.
PATIENT BILL OF RIGHTS

1. The patient has the right to considerate and respectful care, encompassing, psychosocial, spiritual and cultural factors that influence the perception of illness.
2. The patient's dignity, rights, well-being and positive self image will be preserved. Each patient has the right to expect care to be provided in a safe environment with access to protective and advocacy services.
3. The patient has the right and is encouraged to obtain from physicians and other direct caregivers, relevant, current, and understandable information concerning diagnosis, treatment, health status and prognosis. Patients and/or family members are encouraged to participate in care decisions, including the development of a plan of care and their discharge plan needs.
4. Adult patients have the right to receive information about pain and pain management, to expect a reasonable response to reports of pain, and to have pain managed at acceptable levels.
5. The patient has the right to reasonable, informed participation in decisions involving his/her health care. To the degree possible, this is based upon a clear, concise explanation of his/her condition and of all proposed technical procedures, including the risk of death or serious side effects, problems related to recuperation and probability of recovery. In the event that a patient lacks decision making capacity, Advance Directives specifying a decision maker shall be followed. Surrogate decision makers may also be appointed by his/her physician(s) when no Advance Directive is in effect.
6. The patient, and when appropriate, their family has the right to be informed about the outcomes of care, including unanticipated outcomes.
7. The patient has the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal. The patient and/or patient's representative also has the right to make informed decisions about resuscitative services and withholding or withdrawing life-sustaining treatment.
8. The patient has the right to be informed and decline participation in any human experimentation or other research/ educational projects affecting his/her care or treatment. The patient has the right to give or withhold consent to produce or use recordings, films or other images of the patient for purposes other than his or her care.
9. The patient has the right to expect continued, optimal care even if he/she refuses specific treatments or participation in research, educational or experimental projects.
10. The patient has the right to expect security, access to protective services, personal privacy and confidentiality in research, educational or experimental projects.
11. The patient and the family have the right to the availability of pastoral counseling.
12. The patient and/or the patient's legally designated representative has the right to access the information contained in the patient's medical record, within the limits of the law.
13. The patient has the right to formulate Advance Directives and appoint a representative to make health care decisions on his/her behalf to the extent permitted by law. Reynolds Memorial shall have staff available to assist in the development of Advance Directives if the patient requests.
14. The patient has the right, at the time of admission, to information on his/her Bill of Rights and the mechanism by which to voice a complaint.
15. The patient, or the patient's representative has the right to discuss ethical issues with a representative of the Ethics Committee.
16. The patient with any imposed restrictions on personal communication will have these restrictions evaluated for their therapeutic effectiveness and the restrictions will be explained to the patient.
17. The patient with special needs will be acknowledged and addressed on an individual basis.
18. The dying patient has the right to comfort, dignity and the treatment of primary and secondary symptoms, as desired by the patient or representative. Additionally, the individual has the right to effective management of pain and acknowledgment of his/her psychosocial, spiritual and cultural concerns. Finally the patient and family shall be encouraged to express their grief and needs.
19. The patient has the right to be free from neglect, exploitation, verbal, mental, physical, sexual abuse and restraint.
20. The patient has the right to receive information about the individual(s) responsible for, as well as, those providing his or her care, treatment and services.
21. The patient has the right to be made aware of his or her responsibilities related to his or her care, treatment and services.