



PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

Arkansas Surgical Hospital has adopted the following statement of patient rights. This list shall include, but not be limited to, the patient's right to:

- Receive care in a safe setting.
- If you have special needs with hearing or speaking problems, the hospital will attempt to accommodate you in the most effective and timely manner possible.
- Knowledge of the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of the other physicians and healthcare providers who participate in your care.
- Receive information from his/her physician about his/her illness, his/her course of treatment, and his/her prospects for recovery in terms that he/she can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Participate actively in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to refuse treatment. The patient has the right to have his/her family and physician promptly notified of his/her admission to the hospital.
- Privacy concerning his/her medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual.
- To be free from physical or mental abuse, and corporal punishment. You have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the patient's safety, the safety of a staff member or others and must be discontinued at the earliest possible time.
- Have an advance directive, such as a living will or healthcare proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, please provide a copy to the hospital, your family and your doctor.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.

- Privacy concerning your medical care. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. You have the right to be advised as to the reason for the presence of any individual.
- To be comfortable and to receive treatment that promotes your comfort so you can actively participate in your treatment plan.
- Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.
- Review your medical records and to have the information explained, except when restricted by law.
- Examine and receive an explanation of his/her bill regardless of source of payment. Upon request, an itemized statement of all services shall be provided within 30 days after discharge or 30 days after the request, whichever is later.
- Make statements regarding any aspect of your care either verbally or in writing.
- To subject to your consent, and to any restrictions necessary due to your condition, to receive the visitors you designate, including, but not limited to, a spouse, a domestic partner, another family member, or friend, and to withdraw your consent at any time. At the discretion of the nurse in charge, visitation may be restricted or limited when clinically necessary, if patient care is hindered or disrupted, if visitation may interfere with the care of other patients, if the visitors engage in disruptive, threatening or violent behavior of any kind, or if there may be infection control issues.
- Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Address concerns with your care without fear of discrimination or reprisal. If you have a concern, problem or complaint related to any aspect of care during your hospital stay, please make every attempt to work it out informally with your caregiver. You may also ask to speak directly to the Unit Manager. If you feel your concern has not been addressed to your satisfaction, you may file a grievance with the Administrator-on-Call. This person may be contacted by notifying the charge nurse or by calling ext. 8004.
- File a grievance with Center for Improvement in Healthcare Quality (CIHQ) directly at 866-324-5080 or via mail at P.O. Box 3620 McKinney, Texas 75070. You may lodge a grievance with this agency regardless of whether you have first used the hospital's grievance process.
- Any Medicare beneficiary may contact the KEPRO QIO with any complaints.
Beneficiary Helpline: 1-888-315-0636, Fax: 1-844-878-7921
5201 West Kennedy Blvd, Suite 900
Tampa, FL 33609
Attention: Beneficiary Complaints

All personnel shall observe these patients' rights.

PATIENT RESPONSIBILITIES

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

- The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses and hospitalizations, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- The patient is responsible for speaking up regarding any concerns about his/her care or safety issues.
- The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.
- The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
- The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
- The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
- The patient is responsible for following hospital policies and procedures.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel.
- The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.