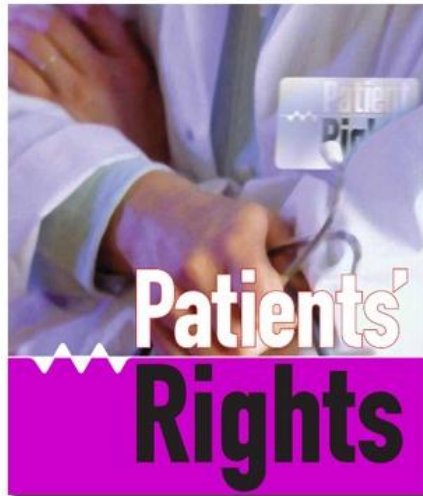


V. PATIENT RIGHTS



Patient Rights & Responsibilities

Randolph Health shall provide

- compassionate and affordable healthcare that ensures patient/family dignity, privacy, respect
- and the right of the patient or the patient's designated decision-maker in planning and process of the patient's care.
- Each admitted patient or designee receives a copy of ***“Patients’ Rights and Responsibilities as Recognized by Randolph Health”***

This document is available, upon request, at outpatient registration. Copies of this document in English and Spanish can be found on the RHINO home page.

Plans and Regulatory



Rights and Responsibilities of Randolph Health Patients

1. Patients have the **right** to

- considerate, respectful care with respect for their personal value and belief systems.
- have family and primary care physician promptly notified of their admission to the hospital.

Patient has the **responsibility** to be considerate and respectful of other patients, hospital personnel, physicians, and the property of other persons and the hospital.

2. Patients have the **right** to privacy concerning care and treatment and confidentially, and records concerning their treatment.

Patient has the **responsibility** to indicate to physicians and hospital personnel the presence of others during treatment or consultation and sharing confidential information with a designated person.

Rights of Randolph Health Patients (cont.)

3. Patient has **responsibility** to provide the accurate information about
 - present complaints
 - past illnesses
 - hospitalizations and medications
 - use of habitual products harmful to their health known or suspected communicable disease and other health-related matters.

4. Patient has the **right** to designate person(s) who shall be afforded the same privileges as the patient's immediate family members regardless of whether the person(s) are legally related to the patient by blood or marriage. The designee has the **responsibility** to declare how their relationship is significant, and that they are acting in the patient's best interest by conveying the patient's wishes.

Rights of Randolph Health Patients (cont.)

5. Patient has a **right** to expect reasonable safety in the hospital practices and environment.
6. Patient has the **right** to be informed of any hospital rules that pertain to patient care, conduct and safety. The patient has a **responsibility** to follow such rules.
7. Patient has the **right** to know the identity and professional status of any individual offering professional health care and of any professional relationship among individuals, as well as any relationship with any other health care or educational institutions involved in their care. Patient have the **right** to know which physician is primarily responsible for their care.

Rights of Randolph Health Patients (cont.)

8. The Randolph Health patient has the **right** to receive from the responsible physician all complete and current information known concerning diagnosis, treatment, probable outcome and continuing health care requirements following discharge from the hospital.
The patient, and when appropriate the patient's family, have the **right** to be informed about outcomes of care including unanticipated outcomes.

The patient or his 'Power of Attorney' has the **right** to review his medical records, unless the attending physician restricts access. If access is denied the patient has the **right** to be informed of the reason and restriction must be based on a sound medical reason. The patient has the **responsibility** to request the review of their chart with their attending physician. The patient has the **responsibility** to report unexpected changes in his or her condition and whether explanations are understood about the treatment and what is expected of the patient.

Rights of Randolph Health Patients (cont.)

9. The patient has the **right** to appropriate assessment and management of pain.

10. The patient has the **right** to participate in the consideration of ethical issues that arise in the provision of patient care.

11. Patient has the **right** to informed participation in decisions involving care. The patient has the **right** not to be awakened by hospital staff unless it is medically necessary, patient and the **right** to be spared unnecessary duplication of medical and nursing procedures. The patient has the **right** to medical and nursing treatment that avoids unnecessary physical and emotional discomfort. Having given informed consent to the treatment plan, the patient is **responsible** for following that plan and of informing the physician, primarily responsible for his care, of a decision to do otherwise.

Rights of Randolph Health Patients (cont.)

12. Patient has the **right** to have an Advance Directive if 18 years of age or older. The Advance Directive can be revoked or changed at any time. The Advance Directive may include the designation of a Representative decision maker in the event that patient is unable to personally speak for himself.

13. The patient has the **right** to be informed if Randolph Health proposes to engage in or perform experimental or other research/educational projects affecting the patient's care or treatment and the **right** to refuse to participate in such activity.

14. The patient or his acting Health Care Power of Attorney has the **right** to refuse any treatment to the extent permitted by law, to be informed of the probable consequences of this action and to be assured such refusal will not affect the quality of other care given. The patients are **responsible** for their action in refusing recommended treatment or failing to follow instructions regarding that treatment. The patient has the **right** to assistance in obtaining a second opinion concerning diagnosis. The patient is **responsible** for any fees that may occur as a result of that request.

Rights of Randolph Health Patients (cont.)

15. Patient has the **right** to reasonable access to healthcare within the scope of service provided and to expect that the hospital will make a reasonable response to the request for services, including providing evaluation, service and/or referral as indicated by the urgency of the case. Non-speaking English patients have the **right** to request an interpreter. It is the **responsibility** of the patient to inform the staff if they are not fluent in English and desire the services of an interpreter.

16. Patient has the **right** to request and receive an itemized detailed explanation of the total bill for health system services, regardless of the source of payment. The patient has a **right** to information and counseling concerning available financial resources that may qualify to receive for healthcare. The patient has the **responsibility** to request such information. The patient has the **responsibility** for fulfilling the financial obligations of healthcare services as promptly as possible.

Rights of Randolph Health Patients (cont.)

17. The patient has a **right** to voice concerns regarding health care and to have these concerns reviewed and when possible, resolved. Concerns may be voiced to any member of Randolph Health staff or patient representative, who will arrange for a member of the Service Excellence team to review the concerns with the patient/family. The patient has the **responsibility** to report any concerns about infringement of his or her rights and any other problem or concern encountered within the hospital.

18. The Randolph Health Patient has the **right** to allow a family member, friend or other individual to be present for emotional support during the course of stay. The visitor has a **responsibility** to respect the rights and safety of others and to refrain from visiting if it is not medically indicated or therapeutically contraindicated.

Rights of Randolph Health Patients (cont.)

19. All patients have a **right**

- to be free from physical or mental abuse, and corporal punishment.
- 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 immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

Randolph Health's EMTALA Policy

- **Any person** who comes to Randolph Health requesting assistance for a potential emergency medical condition or emergency services will receive a medical screening performed by a qualified provider to determine whether an emergency medical condition exists. Persons with emergency medical conditions will be treated and their condition stabilized without regard of ability to pay for services.

Advance Directives

There are two (2) types of Advance Directives:

- *An Advance Directive Regarding A Natural Death.*
 - commonly called “Living Will”
- *Health Care Power of Attorney*

These are NOT Advance Directives:

- A Do Not Resuscitate (DNR) form
 - This is an MD’s order
- A Medical Order for Scope of Treatment (MOST) form
 - This is an medical order that can be written by a MD, PA or NP
- A Durable Power of Attorney
 - used for business purposes
- A Last Will and Testament



Advance Directive Staff

The spiritual care staff are responsible for reviewing advance directives with interested patients during daytime hours of operation



Medical Order for Scope of Treatment (MOST)

The MOST form is available on each unit. It is bright **PINK**. It covers a patient's Code status and outlines how to treat a seriously ill patient that is declining.

This is a medical order that can be completed by a Nurse practitioner or a Physician's Assistant under the physician's supervision.

Who May Need the MOST Form Completed?

- Those with incurable/irreversible illness or those with advanced, chronic, degenerative disease.
- Patients likely to die within the year.
- The frail and elderly

Other Facts About MOST

- The MOST form is optional.
- The yellow DNR is still legal in NC.
- **The MOST form requires the signature of the MD, PA or NP.**
- The MOST form requires the signature of the patient or patient's legal representative.
- Only the original copy of MOST form is valid.
- Always transfer the original MOST form with the patient.
- The MOST form must be reviewed when the patient's condition changes.