

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

- **Patient Rights:**

- o You are entitled to these rights regardless of sex, race, cultural, economic, educational or religious background or the source of payment for your healthcare. All your rights as a healthcare consumer also apply to the person who may have legal responsibility to make decisions regarding your healthcare.
- o The following statement of Patient Rights has been adopted by McGehee Hospital and the medical staff. As a patient at McGehee Hospital, you have the right to:
 - Receive impartial access and exercise these rights to treatment without regard to sex, culture, economic, educational, religious background or the source of payment for care.

- **Considerate and Respectful Care:**

- o Have knowledge of the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and healthcare providers who will see you as a patient.
- o Receive information from the physician about your illness, your course of treatment and your prospects for recovery in terms that you can understand.
- o 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.
- o Participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment.
- o Appropriate management of your pain.
- o Full consideration of privacy concerning your medical care program. 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.
- o Confidential treatment of all communications and records pertaining to your care and your stay in the hospital. Your written permission will be obtained before your medical records can be made available to anyone not directly concerned with your care.
 - o Access to information contained in your medical record within a reasonable time frame.

- Reasonable responses to any reasonable request you may make for service.
 - Leave the hospital even against the advice of your physician.
 - Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing your care.
 - Be advised if hospital or your personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
 - Be informed by your physician or a delegate of your physician of the continuing healthcare requirements following your discharge from the hospital.
 - Examine and receive an explanation of your bill regardless of source of payment.
 - Know which hospital rules and policies apply to your conduct while you are a patient.
 - Have all of your patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care for you.
- **Patient Responsibilities:**
 - The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:
 - The patient has the responsibility to the best of his/her ability to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
 - The patient is responsible for reporting perceived risks in their care and unexpected changes in their condition to their responsible practitioner.
 - The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
 - 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 staff.
 - The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.
- **Healthcare Dilemmas:**
 - McGehee Hospital and the medical staff support your right to actively participate in decisions regarding your healthcare program, including decisions regarding the right to refuse life-sustaining treatment. In compliance with federal law, you will be given information regarding these rights upon your admission to the hospital.
 - Feelings of anxiety and uncertainty often affect both you and your family when you are hospitalized. Sometimes you or your family members may have a dilemma related to your plan of care. If you have a dilemma or conflict with your planned course of treatment, you may request a meeting with Case Management.
 - Case Management provides a consulting service to patients, physicians and hospital staff when ethical considerations or personal dilemmas arise, as to the extent of treatment of irreversible or terminal conditions. Usually Case Management is consulted when there is a conflict between any of the involved parties relating to levels of treatment that are planned for you. If you feel you or your family members would like to meet with Case Management, or if you would like the Case Management to review your care in terms of planned treatment for your irreversible or terminal condition, inform your nurse. Your nurse will contact the appropriate parties, and a meeting with Case Management will be arranged.
 - **Concerns During Your Hospitalization:**
 - At McGehee Hospital your satisfaction with all care provided is important to us. Should you or your family members experience concerns about the care you are receiving, you may contact the Risk Manager and discuss issues that did not meet your expectations. You may contact the Risk Manager during your hospitalization after you are discharged. We encourage you to voice your opinion regarding the care you have received, and we welcome your comments.
 - If the staff of McGehee Hospital do not resolve your concerns regarding patient care and safety, you may contact a member of the hospital management.



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- If your concerns are still not addressed, you are encouraged to contact Health Facility Services Division of Arkansas Department of Health at 800-223-0340 to report your concern regarding patient care and safety.
- For outpatient services (eg. ED, Lab, Respiratory Therapy, Radiology, etc.), please complete the Real Time survey.
- For inpatient care please complete the paper survey you receive in the mail regarding your hospitalization.