



PATIENT RIGHTS AND RESPONSIBILITIES

Patient Rights

Modoc Medical Center (MMC) and medical staff have adopted the following statement of patient rights. This list shall include, but not be limited to, the patient's right to:

- Receive medical services and exercise these rights without regard to a patient's ability to pay, source of payment (Medicare, MediCal, or Children Health Insurance Program, or other payor source), race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, culture, or educational attainment.
- Become informed of the patient's rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should they desire.
- Receive considerate and respectful care, provided in a safe environment, free from all forms of abuse, neglect, harassment, or exploitation.
- Have access to protective and advocacy services or have these services accessed on the patient's behalf.
- Receive an appropriate assessment and management of pain.
- Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Receive knowledge of the name of the physician who has primary responsibility for coordinating the patient's care and the names and professional relationships of other physicians and healthcare providers who will see them.
- Receive information from the patient's physician about their illness, course of treatment, outcomes of care (including unanticipated outcomes), and their prospects for recovery in terms that the patient can understand.
- Receive as much information about any proposed treatment or procedure as needed for the patient 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 courses of treatment or non-treatment, the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Participate in the development and implementation of the patient's plan of care and actively participate in decisions regarding their medical care. To the extent permitted by law, this includes the right to request or refuse treatment.
- Formulate advance directives regarding the patient's healthcare and have hospital staff and practitioners who provide care in the hospital comply with these directives (to the extent provided by state laws and regulations).

- Have a family member or representative of the patient's choice notified promptly of their admission to the hospital.
- Have the patient's physician notified promptly of their admission to the hospital.
- Full consideration of privacy concerning the patient's medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. The patient has the right to be advised about the reason for the presence of any individual involved in their healthcare.
- Confidential treatment of all communications and records pertaining to the patient's care and any stay in the hospital. Written permission will be obtained before medical records can be made available to anyone not directly concerned with the patient's care.
- Receive information in a manner that the patient understands. Communication with the patient will be effective and provided in a manner that facilitates understanding by the patient. Any written information provided will be appropriate to the age, understanding, and, as appropriate, the language of the patient. Communication specific to a patient with impaired vision, speech, hearing, cognition, or language will be provided when appropriate.
- Access information contained in the patient's medical record within a reasonable time frame (usually within 48 hours of the request).
- Reasonable responses to any reasonable request the patient may make for service.
- Leave the hospital even against the advice of the patient's physician.
- Reasonable continuity of care.
- Be advised of the hospital grievance process should the patient wish to communicate a concern regarding the quality of the care they receive or if they feel the determined discharge date is premature. Notification of the grievance process includes whom to contact to file a grievance and that the patient will be provided with written notice of the grievance determination that contains the name of the hospital contact person, the steps taken on the patient's behalf to investigate the grievance, the results of the grievance and the grievance completion date.
- Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting the patient's care or treatment. The patient has the right to refuse to participate in such research projects. Refusal to participate or to discontinue participation will not compromise the patient's right to access care, treatment, or services.
- Full support and respect for all patient rights should the patient choose to participate in research, investigation, or clinical trials. The patient has the right to a fully informed consent process regarding research, investigation, or any clinical trial. All information provided to subjects will be contained in the medical record or research file, along with the consent form(s).
- Designate a support person and visitors of the patient's choosing if the patient has decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determined that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility.

- The patient has indicated to the health facility staff that the patient no longer wants this person to visit.
- Have the patient's wishes considered to determine who may visit if the patient lacks decision-making capacity and to have the method of that consideration disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in the household.
- Be informed by the patient's physician or a delegate of their physician of the continuing healthcare requirements following their discharge from the hospital.
- Examine and receive an explanation of the patient's bill regardless of the source of payment.
- Know which hospital rules and policies apply to the patient's conduct while a patient.
- Have all the patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

All hospital personnel, medical staff members, and contracted agency personnel performing patient care activities shall observe these patients' rights.

Patient Responsibilities

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

- The patient is responsible for providing accurate and complete information concerning their present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.
- The patient is responsible for reporting perceived risks in his or her care and unexpected changes in their condition to the 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 their 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 they are unable to do so.
- The patient is responsible for their actions should they refuse treatment or not follow their physician's orders.
- The patient is responsible for assuring that the financial obligations of their 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 their personal property and that of other persons in the hospital.