

**REVISED NOTICE OF
PATIENT RIGHTS AND RESPONSIBILITIES**

ORIGINAL DATE: JANUARY 1, 2003

REVISED: JANUARY 16, 2014

REVISED: NOVEMBER 27, 2017

PLEASE REVIEW IT CAREFULLY

If you have any questions about this notice, please dial toll-free:

1-877-872-8254



Communications

Each patient has the right to:

Have the Patient Bill of Rights reviewed with them in a way that encourages comprehension.

Have a designated representative decision-maker make health care decisions for you in the event you cannot.

Receive free aids and language assistance services (for people with disabilities or people whose primary language is not English to communicate effectively), such as qualified interpreters, including sign language interpreters, written information in other formats (large print, audio, accessible electronic formats and other formats); and information written in other languages.

Have a family member and his/her own doctor notified promptly of his/her admission to the hospital.

Be informed of policies and practices relating to patient care, treatment and responsibility.

Upon request, each patient will be told the charge for services and available payment methods.

Request and receive an itemized explanation of the hospital bill.

Express concerns and have them addressed in a timely manner. Patients will be informed they have the ability to make formal complaints to document and resolve disputes, grievances, and conflicts that relate to patient care, treatment, safety and responsibilities. The Nursing Supervisor can be contacted at 304-766-3843 or 304-347-6500 or the operator can be called to page the Nursing Supervisor. If after making a formal complaint the patient continues to feel his/her problem has not been resolved, the patient has a right to contact any of the

following:

**Department of Health and Human Resources
Office of Health Facility Licensure
408 Leon Sullivan Way
Charleston, WV 25301
Telephone (304) 343-4481**

**WV Civil Liberties Union
P.O. Box 3952
Charleston, WV 25301
Telephone (304) 345-9246**

**WV Medical Institute
(Quality Improvement Organization)
3001 Chesterfield Place,
Charleston, WV 25304
Telephone (304) 346-9846
1-800-642-8686**

**The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
patientsafetyreport@jointcommission.org
Fax: (630)792-5636**

Patient's Responsibilities

Each patient has the responsibility to:

Provide accurate, timely and full health care information regarding past and current conditions and treatments.

Participate effectively in decision making as it relates to health care questions. This may involve completion of an Advance Directive or communicating with a potential surrogate decision maker.

Designate the visitors the patient wishes to receive; notify the health care providers when the patient wishes to withdraw or deny such consent.

Communicate with health care providers and ask questions as they arise and not to passively wait for answers.

Be considerate and respectful to other patients, and visitors, health care providers, staff and property.

Follow the treatment plan or discuss changes in the plan with the appropriate health care provider.

Report significant changes in health, problems or concerns to the appropriate health care provider.

Recognize that patients are responsible for the impact of their lifestyle and/or noncompliance with the treatment plan and instructions on their health.

Follow the policies, procedures, rules and regulations of Thomas Health and, when unsure of the expectations, to ask questions to understand them.

Pay for or arrange for payment of health care services rendered by health care providers.

Medical Care Received

Each patient has the right to:

Receive access to medically indicated treatment regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression or sources of payment for care.

Be given information at the time of admission about Thomas Health's patient rights policy and the mechanism for the initiation, review and resolution of patient complaints.

Receive, within the facility's capacity and policies, reasonable responses to requests for medical care and services.

Obtain from health care providers, in terms the patient can understand, relevant, and current information concerning diagnosis, treatment and prognosis. Each patient shall:

Have an opportunity to fully discuss the treatment, risks and alternatives, including current understandable information regarding diagnosis, treatment and prognosis in terms the patient can understand.

Have an opportunity to give or withhold consent to produce or use recordings, films or other images of the patient other than for purposes of his or her treatment.

Have the right to know the name, professional status, and relationship of any provider of care, treatment or services.

Have the right to know of the immediate and long-term financial implications of treatment choices, insofar as they are known, including the receipt of information about financial assistance and free health care.

Be informed about and participate in decisions regarding her/his own care and to participate in the development and implementation of her/his plan of care including a discharge plan.

Receive effective management of pain.

Each patient has the right to:

Be free from all forms of abuse or harassment.

Be free from restraints and seclusion in any form that are not medically necessary.

Have access to protective and advocacy services.

Be informed of any research studies or experimental treatments that could be offered to the patient and to have those studies fully explained, including risks and benefits as well as alternative treatments, prior to consent. The patient has the right to refuse to be part of such research studies without compromising access to, and quality of, care.

Accept or refuse medical care and/or treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.

Expect reasonable continuity of care when appropriate and to be informed of the medical consequences of such refusal.

Expect to receive information in the event of a transfer such as the need for a transfer and alternatives, if any.

Be transferred in a prompt and safe manner to a facility that agrees to provide treatment when medically appropriate and legally permissible, or when a patient has requested a transfer.

Request that students or other observers not participate in the patient's care without jeopardizing access to care.

Access to Information

Each patient has the right to:

Be afforded security, privacy and confidentiality of information.

Access, request amendment to, and receive an accounting of disclosures regarding the patient's health information as permitted under applicable law.

Be informed of the existence of business relationships among Thomas Health, educational institutions and other health care providers or payers.

Ethics and Personal Beliefs

Each patient has the right to:

Dignity, considerate and respectful care, understanding that each person has psychosocial, spiritual, cultural and age variables and her/his personal values and belief system that influence the perception of illness.

Exercise cultural and spiritual beliefs that do not interfere with the well-being of others or the medical care of the patient.

Express ethical concerns arising in the course of patient care and participate in decisions regarding ethical issues surrounding the patient's care. Each patient will be told of the process to bring an ethical concern to the Ethics Committee for discussion.

Receive information on Advance Directives, as defined by the West Virginia legislation, and be given the opportunity to complete one, including the right to appoint a surrogate to make health care decisions on the patient's behalf to the extent permitted by law. Once validly completed and included within the patient's medical record, Thomas Health will honor the intent of the Advance Directive to the extent permitted by law and Thomas Health policy.

Receive visitors of the patient's choosing, including spouse, domestic partner (including same-sex domestic partner), or another family member or a friend, and the right to withdraw or deny consent to receive such visitors at any time.

Express his or her decision regarding organ donation and to have that decision honored.