



ZALE LIPSHY UNIVERSITY HOSPITAL

At Southwestern Medical Center

TOMORROW'S MEDICINE TODAY

PATIENT'S BILL OF RIGHTS

*The patient has the **right** to:*

1. have reasonable access to care;
2. be given considerate and respectful care;
3. have a representative of choice and the treating physician promptly notified of his or her admission;
4. be informed about and participate in care decisions, including pain management;
5. receive information about outcomes of care, including unanticipated outcomes where the outcome of care differs significantly from the anticipated outcome;
6. be provided information about services not available or not covered;
7. be provided information about current out of pocket expenses for care delivery;
8. participate in ethical questions that arise in the course of his or her care, including issues of conflict resolution, withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials;
9. have security and personal privacy, confidentiality of information and right to access information contained in his or her clinical record;
10. designate a decision maker;
11. be informed regarding patient rights issues;
12. be cared for by staff who have been educated about patient rights and their role in supporting those rights;
13. have access to protective services and be free from all forms of abuse or harassment;
14. care that includes consideration of psychosocial, spiritual and cultural variables that influence perceptions of pain and illness;
15. be free from both physical restraints and drugs that are used as a restraint that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff;
16. expect care that optimizes comfort and dignity of the dying patient, including treatment of primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker, effectively managing pain, and acknowledging the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the patient and the family;
17. make decisions in collaboration with his or her physician involving his or her health care including the right of the patient to accept medical care or to refuse treatment to the extent permitted by law and be informed of the medical consequences of such refusal;
18. formulate advanced directives and appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by law;
19. assistance in the development of advanced directives at the time of admission;
20. care that preserves sensitivity to different treatment practices;
21. information about pain and pain relief measures as well as prompt response to their reports of pain;
22. provision of care that is not conditioned on the existence of an advanced directive; and
23. information about the mechanism for the initiation, review, and when possible, resolution of patient complaints concerning quality of care.

*The patient and family are **responsible** for:*

1. providing to the best of their knowledge accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health;
2. reporting unexpected changes in the patient's condition to the responsible practitioner;
3. asking questions when they do not understand what they have been told about the patient's care or what they are expected to do;
4. following the treatment plan developed with the practitioner;
5. expressing any concerns they have about their ability to follow the proposed course of treatment;
6. understanding the consequences of failing to follow the recommended course of treatment;
7. accepting the consequences of not following instructions;
8. following hospital rules and regulations; and
9. acting with consideration and respect such as not making unnecessary noise, not causing distractions, respecting property of other persons and that of the hospital.

