

PATIENT RIGHTS AND RESPONSIBILITIES

The hospital respects the rights of the patient, recognizes that each patient is an individual with unique healthcare needs, and because of the importance of respecting each patient's personal dignity, provides considerate, respectful care focused upon the patient's individual needs.

Patient Rights

1. Each patient, or his/her representative (as allowed under State law), has the right to receive a copy of this document ('Patient Rights and Responsibilities') in advance of furnishing or discontinuing patient care whenever possible.
2. The patient has the right to present any conflicts or complaints he/she has in regard to the quality of care without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services. All issues will be reviewed, investigated, and responded to in a timely manner. For more information on grievances, please refer to paragraphs 21-22 below.
3. The patient has the right to participate in the development and implementation of his/her care, treatment, and services. The patient, or the patient's representative appointed to make health care decisions on his/her behalf, also has the right to make informed decisions, regarding his/her health care, which includes managing pain effectively. Information shall be communicated in terms the patient or his/her representative can reasonably be expected to understand.
4. The patient has the right to be involved in resolving dilemmas about care, treatment, and services and to request a case review by the Ethics Consultation Committee regarding ethical issues involved in his/her care.
5. The patient has the right to request care, treatment and services and have the hospital reasonably respond to such request. The patient also has the right to refuse care, treatment, and services to the extent permitted by law. The patient shall be informed of the medical consequences of refusing such care.
6. The patient has the right to be informed of the proposed use of any experimental drug or treatment and to refuse such drug or treatment.
7. The patient has the right to seek a second opinion or consult a specialist, at his/her request and expense.
8. The patient has the right to be transferred to another facility at his/her request. When transfer is medically appropriate and legally permissible, the patient shall be given a complete explanation for the transfer as well as any alternatives to such a transfer. Before transfer, the receiving facility must first accept you as a patient.
9. Except in emergencies or as otherwise provided by the law, the patient has the right to be informed of his/her health status, of any hazards or risks associated with a proposed treatment, and of any alternatives to a proposed treatment prior to him/her consenting to treatment. The patient also has the right to know the identity and professional status of the individuals providing him/her care and to know what physician is primarily responsible for his/her care.
10. The patient has the right to formulate advance directives and have the hospital staff and practitioners who provide care in the hospital comply in accordance with applicable law.
11. The patient has the right to have his/her family member, representative, and physician promptly notified of his/her admission to the hospital.
12. The patient has the right to personal privacy during his/her admission and/or treatment.
13. The patient has the right to receive care in a safe setting. This right includes being free from all forms of abuse and harassment as well as corporal punishment.
14. The patient has the right to receive respect regardless of his/her race, creed, color, national origin, religion, cultural, psychosocial, spiritual, personal values, beliefs and preferences.
15. The patient has the right to confidentiality of his/her clinical records and information. The patient also has the right to review and/or obtain a copy of his/her clinical records, upon an oral or written request, in the form and format requested by the patient (if it readily producible in such form and format) or in a form and format agreed to by the hospital and the patient. Access to clinical records will be provided within a reasonable time frame.
16. The patient has the right to be free from restraint or seclusion of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. When imposed to ensure the immediate physical safety of the patient, staff member, or others, restraint or seclusion will be implemented by trained staff and discontinued at the earliest possible convenience.
17. The patient has the right to choose visitors who he/she designates, including, but not limited to, a spouse, a domestic partner, (including a same-sex domestic partner), another family member, or a friend as well as to withdraw or deny such consent at any time.
18. The patient has the right to exercise personal, religious or cultural beliefs, as long as they do not infringe upon the rights of other people in the hospital. The hospital shall support the patient in his/her efforts to obtain pastoral care or other spiritual services.
19. The patient has the right to protective and advocacy services.
20. The patient has the right to request and receive an itemized and detailed explanation of the total bill for service provided in the hospital. The patient also has the right to access, request amendment to, and receive an accounting of disclosures regarding his or her own health information as permitted under applicable law.
21. The patient or patient's representative has the right to file a grievance or complaint related to patient care, abuse or neglect, compliance with Conditions of Participation or certain beneficiary billing complaints related to rights and limitations under 42 C.F.R. 489 regarding provider agreements and supplier approvals. Grievances or complaints may be filed with the Hospital or the State Survey Agency.

To contact the hospital:
Vaughan Regional Medical Center
1015 Medical Center Parkway
Selma, Alabama 36701
P: (334) 418-4190

To contact the State Survey Agency:
Alabama Department of Public Health
P.O. Box 303017
Montgomery, Alabama 36130
P: (800) 356-9596

22. You or your representative may also report patient care of safety concerns the hospital has not addressed directly to the Joint Commission on Accreditation of Health Care Organizations by call or writing:

Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
P: 1 (800) 994-6610
F: (630) 792-5636
Online: www.jointcommission.org
patientsafetyreport@jointcommission.org

Patient Responsibilities

1. A patient shall provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating their health.
2. A patient and his/her family must report perceived risks in their care and unexpected changes in their condition.
3. A patient shall ask questions when he/she does not understand their care, treatment and service or what they are expected to do.
4. A patient shall follow the care, treatment, and service plan instructions developed by the medical practitioner.
5. A patient shall keep appointments and when unable to do so notify the appropriate practitioner or hospital department.
6. A patient shall be responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
7. A patient shall assure the financial obligations incurred for his/her healthcare are fulfilled in a timely manner.
8. A patient shall be considerate of the hospital's staff and property as well as other patient's and their property.
9. A patient shall learn the appropriate information, skills or behavior necessary to fully benefit from your health care intervention.
10. A patient shall advise staff of their need for language or speech interpreters, hearing or other assisting devices at the earliest time.

