

**HACKETTSTOWN REGIONAL MEDICAL CENTER
CARDIO PULMONARY POLICY MANUAL
PATIENT RIGHTS AND RESPONSIBILITIES**

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Effective Date: March 2010
Cross Referenced: AD31, AD80
Reviewed Date: 02/16
Revised Date: 04/12

Policy No: 1.005
Origin: Cardio Pulmonary
Authority: Cardio/Pulmonary Manager
Page: 1 of 3

Scope: All members of the Cardio-pulmonary Department.

Purpose: To outline the rights afforded to each patient at Hackettstown Regional Medical Center (HRMC) and to define the patient's responsibilities.

Patient Rights:

The Hackettstown Regional Medical Center 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:

- Become informed of his or her 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 he or she so desire;
- Exercise these rights without regard to sex or cultural, economic, educational or religious background or the source of payment for care;
- Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment;
- 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;
- Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and health care providers who will see him/her;
- Receive information from his/her physician about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand;
- 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;
- Participate in the development and implementation of his or her plan of care, and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment;
- Formulate advance directives regarding his or her health care, 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);

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- Have a family member or representative of his or her choice notified promptly of his or her admission to the hospital;
- Have his or her personal physician notified promptly of his or her admission to the hospital;
- Have full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her health care;
- Confidential treatment of all communications and records pertaining to his/her care and his/her stay in the hospital. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care;
- Access information contained in his or her medical record within a reasonable time frame;
- Reasonable responses to any reasonable request he/she may make for service;
- Leave the hospital even against the advice of his/her physician;
- Reasonable continuity of care and to know in advance the time and location of appointment as well as the physician providing the care;
- Be advised of the hospital grievance process, should he or she wish to communicate a concern regarding the quality of the care he or she receives or if he or she feels determined discharge date is premature. Notification of the grievance process includes: whom to contact to file a grievance, and that he or she will be provided with a written notice of the grievance determination that contains the name of the hospital contact person, the steps taken on his or her behalf to investigate the grievance, the results of the grievance and the grievance completion date;
- Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting his/her care or treatment, the patient has the right to refuse to participate in such research projects;
- Be informed by his/her physician or a delegate of his/her physician of the continuing health care requirements following his/her discharge from the hospital;
- Examine and receive an explanation of his/her bill regardless of source of payment;
- Know which hospital rules and policies apply to his/her conduct while a patient;
- Have all patient's 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.

For more on Patient Rights, reference policy AD80 on the hospital intranet.

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Patient Responsibilities:

The care a patient receives depends partially on the patient him/herself. 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 provide accurate and complete information concerning his/her present complaints, past illnesses and hospitalizations, and other matters relating to his/her health.
- The patient is responsible for making it known whether he/she clearly comprehends the course of his/her medical treatment and what is expected of him/her.
- 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 refuses treatment or not follows his/her physician's orders.
- 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 his/her personal property and that of other persons in the hospital.

If a patient has a complaint or grievance, reference policy AD31 on the hospital intranet.