

## PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of J. Paul Jones Hospital, you have the right to:

- Receive considerate and respectful care by competent personnel.
- Be informed of your rights as a patient, or when appropriate, your representative be informed of your patient rights, in advance of furnishing or discontinuing patient care whenever possible.
- Express concerns or grievances regarding quality of care. Grievances may be written or presented orally to Elizabeth M. Kennedy, Administrator at 334-682-4131. You also have the right to contact the Alabama Department of Public Health at 1-800-356-9596 or write to ADPH at The RSA Tower, 201 Monroe St. Suite 600, Montgomery, AL 36104.
- Participate in the development and implementation of your plan of care.
- To make informed health care decisions reflecting your wishes including being informed of your health status, being involved in care planning and treatment and being able to request or refuse treatment. You have the right to request a change in your physician or transfer to another health facility when medically appropriate or when you have so requested due to religious or other reasons.
- Formulate advance directives and appoint a surrogate to make health care decisions on your behalf to the extent permitted by law. You also have the right to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Appropriate assessment and management of pain.
- Have a family member or representative of your choice and own physician notified promptly of admission to the hospital.
- Personal privacy.
- Receive care in a safe setting insofar as the hospital practices and environments are concerned.
- Be free from all forms of abuse or harassment.
- Expect that all communications and records pertaining to your care will be treated as confidential except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Access information contained in your medical records within a reasonable time frame and to have the information explained or interpreted within the limits of state law.
- Be free from restraints of any form in the acute medical or surgical setting that are not medically necessary or are as means of coercion, discipline, convenience, or retaliation by staff.
- Be free from seclusion and restraints of any form for behavior management imposed as a means of coercion, discipline, convenience, or retaliation by staff.
- Examine and receive a detailed explanation of your bill and to be informed of the existence of business relationships among the hospital educational institutions, other health care providers or payers.
- Be given the name of your attending physician, the names of all other practitioners directly participating in your care and names and functions of other health care persons having direct contact with you.
- Impartial access to care and treatment.
- Accept medical care, to refuse treatment to the extent permitted by state law and to be informed of the medical consequences of refusing treatment.
- Assistance in obtaining consultation with another physician or practitioner at your request and own expense.
- Hospital services without discrimination based upon your age, race, culture, color, religion, gender, national origin, language, personal disabilities or source of payment.
- Communicate with persons outside the facility. This includes the right to receive visitors, mail, telephone calls and other communication as long as treatment is not compromised.
- Right to consent to receive visitors whom he/she designates, including, but not limited to, a spouse, domestic partner, another family member, or a friend, and his/her right to withdraw or deny such consent at any time.
- Consent or decline to participate in proposed research studies of human experimentation affecting care and treatment.
- Expect reasonable continuity of care when appropriate and be informed of available options when hospital care is no longer appropriate.
- Consent or refuse involvement of student health care professionals in your medical care.

**Therefore, in addition to these rights, you are responsible for:**

- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. This also includes reporting unexpected changes in your condition to the responsible practitioner.
- Requesting additional information or clarification about your health status or treatment plan.
- Following the treatment plan recommended by your physician, including the instructions of nurses and other health professionals as they carry out the coordinated plan of care and enforce the applicable hospital rules and regulations.
- Keeping appointments and for notifying the hospital or physician when unable to do so.
- Your actions if you refuse treatment or do not follow the practitioners instructions.
- Assuring the financial obligations of your health care are fulfilled as promptly as possible which includes providing necessary information for insurance claims and working with the hospital to make payment arrangements.
- Following hospital rules and regulations affecting patient care and conduct. This includes being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and number of visitors.
- Being respectful of the property of others and of the hospital.

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_