



Saint Thomas

HOSPITAL FOR SPECIALTY SURGERY

Plan for Provision of Patient Care

APPENDIX B

Patient Rights and Responsibilities

1. You have the right to expect and receive considerate, respectful and compassionate care.
2. You have the right to reasonable access to appropriate medical care.
3. You have the right to be well informed about your illness, possible treatment, benefits and risks of treatment, reasonable alternatives, and likely outcomes. You also have the right to receive information about continuing health care needs and discharge plans. Information about your medical treatment will be given in language and terms that you understand.
4. You have the right to consent or refuse to consent to treatment as permitted by law and to be informed of the consequences of your actions. You can change your mind about any procedure or treatment to which you have consented. You can refuse to sign a consent form if there is anything you don't understand.
5. You have the right to request a second opinion or to change physicians.
6. You have the right to safety, security, privacy, and confidentiality in all patient care areas as you undergo procedures.
7. You have the right to be involved in all aspects of your care and to be allowed to participate in that care.
8. You have the right to know the names and roles of those who provide you care. You have the right to ask for any information about any policy, any aspect of your care. You are entitled to detailed information about your bill.
9. You have the right to information about Advance Medical Directives, such as Living Will or Durable Power of Attorney for Health Care that would allow you to make your own health care decisions for the future and to choose a representative to make health care decisions if you are not able to do so. The provision of care is not conditioned on your having or not having an Advance Medical Directive.
10. You have the right to information about any research activities involved in your treatment including benefits and risks, procedures involved and alternatives. You can refuse to participate in any research activities or stop participating at any time.
11. You have the right to know that there are resources to help solve problems. You have the right to know how complaints are handled and to file a complaint without fear of reprisal.
12. You have the right to care provided in the least restrictive way possible unless restrictions are part of your treatment. Any restrictions will be explained to you and will be reviewed as your treatment progresses.
13. You have the right to receive spiritual counseling for yourself and your family and to have support to practice in your particular faith tradition as accommodations allow.
14. You have the right to be supported in accessing protective services when requested.
15. You have the right to become an organ donor, if you so desire.
16. You have the right to be informed that your physician's practice may have ownership in the hospital.
17. You have the right to appropriate and effective pain management.
18. You have the right to have your cultural, psychological, spiritual, and personal values, beliefs and preferences respected.



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Patient Responsibilities

1. You have the responsibility to give to the best of your ability your doctor and other members of your care team complete and accurate information about your health including past illnesses, hospital stays and medications, as well as to report any unexpected changes.
2. You have the responsibility to follow your doctor's orders and instructions as well as instructions from members of the care team. This includes keeping follow-up appointments after discharge and telling your doctor if you cannot follow through with your treatment.
3. You have the responsibility to ask questions when you don't clearly understand information or instructions.
4. You have the responsibility to bring a current copy of your Living Will or Durable Power of Attorney for Health Care, if you have these, to be placed in your medical record at the time of your admission or during an appointment with your physician.
5. You have the responsibility to accept responsibility for refusing treatment or not following instructions.
6. You have the responsibility to show consideration for other patients and staff members by following the rules and regulations such as those related to smoking, visitors, noise and general conduct.
7. You have the responsibility to provide insurance information and accept the financial obligations associated with your care and to work with the hospital or office to arrange payment when needed.
8. You have the responsibility to tell your physician, nurse and/or caregiver any dissatisfaction you may have regarding your care.
9. Recognize that how you live your life can affect your health. In the long term, your health depends not only on your hospital care, but also on decisions you make in your daily life.