

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient at PCH, you have the right:

- To receive quality patient care, being treated with dignity, respect and compassion by all who give you service.
- To impartial access to treatment, regardless of race, religion, sex, sexual orientation, ethnicity, age or handicap.
- To be informed about and participate in the development and implementation of your plan of care at PCH.
- To have a Health Care Representative make informed decisions regarding your care if you are unable to do so. The Health Care Team will inform your Health Care Representative of your health status and involve them in the care planning and treatment decisions, including the right to request or refuse treatment. This right does not include deemed medically unnecessary or inappropriate.
- To make a living will or advance directive and appoint someone to act for you in making healthcare decisions if you become unable to do so. These rights are assured to you under Indiana Law and The Federal Patient Self-Determination Act of 1990.
- To have your physician, a family member, and/or your health care representative notified promptly of your admission to the hospital.
- To personal privacy.
- To be cared for in a safe environment and to be free from all forms of abuse or harassment.
- To confidentiality concerning your treatment and medical record to the greatest possible extent, consistent with the requirements imposed on the Hospital by insurance carriers and federal or state programs.
- To access information contained in your clinical record within a reasonable time frame.
- To be free from restraints of any form that are not medically necessary.
- To be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising access to other services.
- To know the professional status of any person providing you care or services and any proposed change in the Professional Staff responsible for your care.
- To know the professional relationship of the hospital to other persons or organizations participating in the provision of your health care.
- To provide you, or other representatives designated by you, with accurate and timely information concerning Hospital billing and the source of reimbursement for services, including any limitations which may be placed upon your care. As well as access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- To expect a staff that is committed to pain prevention and management and respects your report of pain, treating you effectively as possible.
- To have your requests and needs met if they are within the Hospital's ability and mission, laws and rules.
- To question your care, sending a grievance if necessary, and receiving a response to your questions or grievances.
- To participate in ethical questions that arise in the course of care.
- To be informed about and participate in development and implementation of your plan of care at PCH, including if you or your physician believe you could or should be transferred to another facility and the reasons why transfer is recommended and the consequences of not transferring, and to consent or refuse. The right to know the reasons for your transfer within or outside the hospital.

As a patient you can assist us by:

- Keeping appointments.
- Providing correct information and complete facts about past illnesses, hospitalizations, medications, other matters relating to your health and any pain that you have experienced.
- Telling your doctor or health care team member when sudden changes in your health or pain first begins.
- Discussing your treatment plan, which includes pain relief options, with your physician and health care team members and telling them if you do not understand the plan or the role you play in the success of that treatment.
- Being responsible for your actions and any consequences if you refuse treatment or do not follow the treatment plan your doctor develops for you, including requesting test/procedures deemed not medically necessary.
- Not bringing valuables to the hospital and protecting the personal items that you must have during your hospitalization.
- Cooperating with all Hospital personnel and asking questions if you do not understand instructions or information or expectations regarding pain and pain management.
- Respecting Hospital property and other people's belongings.
- Being considerate and respecting the rights of other patients and hospital workers. Making sure that your visitors are considerate, especially about noise, number of visitors, privacy and confidentiality. Use of the telephone, television, radio, and lights must not disturb others.
- Participating or having your parents, guardians, healthcare representatives or available family members participate in activities planned for you.
- **Not Smoking** on the Hospital premises.
- Being prompt in payment of Hospital bills and providing information for insurance processing. We encourage you to communicate with the Business Office.