

# Statement of Patient Rights and Responsibilities



Each person who is a patient of National Park Medical Center has the following rights and responsibilities:

## THE RIGHTS OF THE PATIENT

1. The right to participate in the development and implementation of his or her plan of care or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
2. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
3. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
4. The right to personal privacy.
5. The right to receive care in a safe environment.
6. The right to be free from all forms of abuse or harassment.
7. The right to the confidentiality of his or her clinical records.
8. The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping.
9. The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
10. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services
11. The right to know the professional status of any person providing his/her care / services.
12. The right to know the reasons for any proposed change in the Professional Staff responsible for his/her care.
13. The right to know the reasons for his/her transfers either within or outside the hospital.
14. The relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
15. The right of access to the cost, itemized when possible, of services rendered within a reasonable period of time.
16. The right to be informed of the source of the hospital's reimbursement for his/her services, and of any limitations care which may be placed upon his/her.
17. The right to have pain treated as effectively as possible.
18. The right to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time. Not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
19. The patient's family will have the right to have informed consent for donation of organs and tissues.
20. The right to access the hospital ethics committee regarding patient care issues. Such issues can include withholding resuscitative services and forgoing or withdrawing life-sustaining treatment. To access the ethics committee, dial "0" and ask to speak to the House Supervisor.

21. The right to voice complaints and resolve conflicts regarding the care received and to have those complaints reviewed and when possible resolved. To make a formal complaint, please contact Administration at **501.620.1412**. In resolution of your complaint you will be provided with written notice of the decision that contains the name of the hospital contact person, the steps taken on behalf of the patient to investigate the complaint, the results of the complaint process, and the date of completion. You may also contact LifePoint HSC Ethics & Compliance Hotline at **877.508.LIFE** (5433), Health Facility Services at **501.661.2201** or Joint Commission at **800.994.6610**.

You also have the right to lodge a concern with the state, whether you have used the hospital's grievance process or not. If you have concerns regarding the quality of your care, coverage decisions or want to appeal a premature discharge, contact the State Quality Improvement Organization (QIO):

### Kepro, Quality Improvement Organization

**Mail Address:** Kepro  
5201 W. Kennedy Boulevard, Suite: 900  
Tampa, FL 33609

**Phone:** 813.280.8256; Toll Free: 844.455.8708; Fax:  
844.834.7129

### If you have a Medicare Complaint you may contact:

**Mail Address:** 5800 W. 10th St., Suite 400  
Little Rock, AR 72204

**Phone:** 501.661.2201

Regarding problem resolution, you have the right to:

- Express your concerns about patient care and safety to facility personnel and/or management without being subject to coercion, discrimination, reprisal or unreasonable interruption of care; and to be informed of the resolution process for your concerns. If your concerns and questions cannot be resolved at this level, contact this accrediting agency indicated below:

### The Joint Commission Office of Quality Monitoring:

**Fax:** 630.792.5636

**Online at:** [jointcommission.org](http://jointcommission.org)

**Mail Address:** Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

## THE RESPONSIBILITIES OF THE PATIENT

1. The patient is responsible for asking questions when information and instructions are not understood. If you believe that you can't follow treatment, you are responsible for telling your doctor.
2. The hospital works to provide care efficiently and fairly to all patients and the community. You and your visitors are responsible for being considerate of the needs of other patients, staff, and the hospital. You are responsible for providing information for insurance and for working with the hospital on charge and payment methods.
3. We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other Health professionals, you help make your care as effective as possible. National Park Medical Center encourages respect for the personal preferences and values of each Individual.