 <b>Grand Island</b> REGIONAL MEDICAL CENTER	Policy Name			
	PATIENT RIGHTS			
	Approval Date:	4-16-20	Chapter: General Nursing	
	Effective Date:	4-16-20	Document Control #:	GN-14


**Purpose:**

This document defines requirements for staff involved in patient rights and responsibilities at Grand Island Regional Medical Center. These guidelines ensure patients receive information related to their rights and responsibilities.


**Policy:**

REQUIREMENTS


- 1.1 All staff in Admissions, Patient Care Services, Clinical Services, Pastoral Care, Patient Financial Services, and Care Management, along with Volunteers and Greeters will collaborate as a team to see that the procedure is followed.
- 1.2 Patients at Grand Island Regional Medical Center are entitled to many rights and privileges during the course of their care. Additionally, there are some responsibilities which the patient must assume. These rights and responsibilities should be communicated clearly to the patient prior to or upon admission. This procedure documents the process that ensures all patients receive information related to their patient rights and responsibilities.
- 1.3 It is the policy of Grand Island Regional Medical Center not to discriminate on the basis of race, color, national origin, sex, age or disability. Grand Island Regional Medical Center procedure Patient Care Complaint/Grievance will be used to provide prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of compliance, who has been designated to coordinate the efforts of Grand Island Regional Medical Center to comply with Section 1557.
- 1.4 Grand Island Regional Medical Center staff adhere to the following patient rights and responsibilities.
- 1.5 All patients receiving care at Grand Island Medical Center shall receive the patient rights and responsibilities information.
- 1.6 Patient rights and responsibilities are available on [www.giregional.org](http://www.giregional.org), provided to outpatients and emergency patients upon registration and to inpatients upon admission via handout.
- 1.6.1 When patient lacks capacity to make decision on their own, the surrogate decision maker, guardian or POA will be provided with the patient rights and responsibilities. This may be accomplished through providing them with access to the handout or information on accessing the rights/responsibilities through the website.
- 1.7 Patient rights and responsibilities will be visibly posted in registration area, business office, and common areas such as elevator lobbies.

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- 1.8 Patients at Grand Island Regional Medical Center have the right to a response to any concern, question or problem that may arise during their stay in the hospital. These are the rights of all hospital patients regardless of race, creed, sex, national origin, religion, age, marital status, disabilities, source of payment or ability to pay:
- 1.8.1 Be informed about your rights as a hospital patient in advance of receiving or discontinuing patient care whenever possible.
  - 1.8.2 Receive care that is respectful of your physical, psychological, cultural, spiritual and family needs in an environment that is safe and healthful.
  - 1.8.3 Request, use or refuse a medical interpreter at any time even if you speak limited English.
  - 1.8.4 Receive information about charges for which you will be responsible.
  - 1.8.5 Be free from physical or mental abuse, and corporal punishment or harassment.
  - 1.8.6 Be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others, and will be discontinued at the earliest possible time.
  - 1.8.7 Know the providers in charge of your care and the names and professional roles of all others (including students) who provide care.
  - 1.8.8 Be informed about your health status, treatment options and the risks and benefits of care in terms that make sense to you.
  - 1.8.9 Make informed decisions and participate in the development and implementation of your plan of care.
  - 1.8.10 Request treatment that is medically appropriate or refuse medical treatment to the extent permitted by law.
  - 1.8.11 Receive treatment that includes appropriate assessment and management of pain.
  - 1.8.12 Be informed of the medical consequences of your choices.
  - 1.8.13 Expect that the Medical Center will provide necessary health services to the best of capability or facilitate referral or transfer.
  - 1.8.14 Personal privacy including the right to have your medical information kept confidential.
  - 1.8.15 Access the information in your medical records within a reasonable time frame.
  - 1.8.16 Choose who may visit you during your stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including a same-sex domestic partner) or other type of visitor.

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- 1.8.17 Have a visitor present for emotional support during the course of the stay, unless the individual's presence infringes on other's rights, safety or is medically or therapeutically contraindicated.
- 1.8.18 Withdraw such consent to visitation at any time. Visitation privileges will not be denied based on race, color, national origin, religion, sex, sexual orientation, gender identity, or disability.
- 1.8.19 Send and receive personal mail.
- 1.8.20 Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- 1.8.21 Make Advance Directives – a Living Will (also called a “Rights of the Terminally Ill Declaration”) and a Power of Attorney for Health Care – that state your treatment choices if you can't speak for yourself.
- 1.8.22 Have hospital staff and practitioners who provide care comply with your Advance Directive in accordance with federal and state laws.
- 1.8.23 File a patient grievance by contacting one of more of the following:
  - 1.8.23.1 Patient Experience Specialist at 54450 or Dial 0 for an operator.
  - 1.8.23.2 Nebraska Department of Health and Human Services at (402) 471-2115
  - 1.8.23.3 Medicare at 1-800-633-4227
  - 1.8.23.4 CIHQ at 866-324-5080
- 1.8.24 The prompt resolution of a grievance.
- 1.8.25 The assistance of protective and advocacy services.
- 1.8.26 Consent to take part in experiments or research or to decline, without negative effects to your hospitalization.
- 1.8.27 Know if the Medical Center has relationships with outside parties that may affect your treatment.
- 1.8.28 Receive continuity of care and information on options for care when the Medical Center is no longer appropriate.
- 1.8.29 If you have an emergency medical condition or are in labor, you have the right to receive, within the capabilities of the medical staff and facilities, an appropriate medical screening examination, necessary stabilizing treatment (including treatment for an unborn child) and if necessary, an appropriate transfer to another facility even if you cannot pay or do not have medical insurance or you are not entitled to Medicare or Medicaid.
- 1.9 Staff will provide the patient with a copy of the patient rights handout information upon admission.
- 1.10 Nursing documents patient's comprehension of admission education, which includes rights and responsibilities via the Admission History Assessment, in the clinical documentation system.

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- 1.11 Patient responsibilities include:
- 1.11.1 Read the Patient Guide or request that it is read to you.
  - 1.11.2 Speak up if you have questions or concerns and if you don't understand, ask again.
  - 1.11.3 Provide accurate and complete information about current illnesses, medication, any pain or discomfort, past complaints, hospitalizations and other matters related to your health.
  - 1.11.4 Provide a copy of your Advance Directives or ask a medical center staff member if you would like more information about Advance Directives.
  - 1.11.5 Report unexpected changes in your condition to your provider or nurse.
  - 1.11.6 Follow the treatment plan that you and your doctor have agreed upon or accept responsibility if you do not follow this plan.
  - 1.11.7 Pay attention to the care you or your loved one is receiving. Make sure you are getting the right treatment that you agreed upon with your physician.
  - 1.11.8 Know what medications you take and why you take them.
  - 1.11.9 Follow Medical Center rules and regulations and respect property, materials, and equipment belonging to other people and the Medical Center.
  - 1.11.10 Keep your personal belongings in a safe place – the Medical Center is not responsible for replacing lost or broken items.
  - 1.11.11 Consider the rights of others regarding noise, lights, telephone, television and visitors.
  - 1.11.12 Ensure that payment of the health care bill is made promptly and completely.
  - 1.12 Any guardian or conservator of a patient may seek enforcement of these rights on behalf of the patient.
  - 1.13 Every patient's civil and religious liberties, including the right to independent personal decisions, knowledge of available choices and a confidential environment, shall not be infringed and the employees of Grand Island Regional Medical Center shall encourage, assist and facilitate the exercise of these rights.
  - 1.14 Patients are entitled to a process, which is designed to handle and resolve any complaints, or concerns, which arise during the course of the treatment at Grand Island Regional Medical Center.
  - 1.15 Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Grand Island Regional Medical Center to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance (See Medical Center Procedure Patient Care Complaint/Grievance).

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REFERENCES

CIHQ

HCFA – Conditions at Participation

CMS Memorandum, September 7, 2011. Hospital Patients’ Rights to Delegate Decisions to Representatives; new Hospital and Critical Access Hospital (CAH) Patient Visitation Regulation.

Nondiscrimination in Health Programs and Activities, Office for Civil Rights and Office of Secretary, HHS, Vol. 81, No. 96, Fed. Reg, pp. 31376-31473, May 18, 2016.

<b>Corresponding Standards:</b>	CMS	482.13
	CIHQ	PR 1-13
	DHHS	9-006.04
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