

## Patient Rights and Responsibilities

### You Have the Right:

- Receive considerate ethical behavior and respectful care in treatments, services, and business practices. You have the right to be made comfortable and be treated with dignity. You have the right to be respected for your personal values and beliefs including cultural, psychosocial, and spiritual values and beliefs.
- Exercise these rights, without regard to age, race, ethnicity, religion, culture, and language, physical or mental disability, sensory impairments, socioeconomic status, sex, sexual orientation, gender identity or expression and/or the source of payment for care.
- Have your privacy, confidentiality and security needs respected by the organization.
- Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians involved in your care.
- Receive information about your health status, course of treatment, prospects for recovery and outcomes of care, including unanticipated outcomes, in terms you can understand, tailored to your age and language; have your family and/or agent, when appropriate, be informed of your care, including unanticipated outcomes, in order to participate in current and future decisions affecting your care and to participate in the development and implementation of your plan of care. During your hospitalization, information concerning your condition, medication, treatment and discharge plans may be shared with your personal friends and family through your designated spokesperson. Your designated spokesperson will be responsible to update friends and family members as desired to protect your privacy. If you have a Power of Attorney, that person will be the designated spokesperson, if appropriate.
- Participate in and have the organization address your wishes regarding end of life care decisions. The ethical questions that arise in the course of your care, including issues of conflict, resolution and denial of care treatment issues, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment will be addressed.
- Participate and make decisions regarding medical care, and receive as much information about a proposed treatment or procedure based on identified healthcare needs, as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information will include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks and benefits involved in each, and the name of the person who will carry out the procedure or treatment.
- Be informed of continuing health care requirements following discharge from the hospital and the right to receive reasonable continuity of care. You have the right to know in advance the time and location of appointments as well as identity of the person providing the care. Upon your request, a friend or family member may also be provided information about your continuing healthcare requirements following discharge.
- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law. An involuntary patient who wants to refuse to submit to treatment or a rehabilitation program may petition the committing court or hearing officer for consideration of the treatment program.
  - In the absence of a petition the service provider may proceed with the proposed treatment or rehabilitation program.
- Have consent obtained for recordings or filming made for purposes other than identification, diagnosis, or treatment.
- Receive effective communication and reasonable responses to any reasonable request made for services.
- Receive appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
- Make an Advance Healthcare Directive (Healthcare Representative, Durable Power of Attorney for healthcare, living will declaration, Life-prolonging Procedure Declaration, Psychiatric Advance Directives and POST). This includes designating a decision-maker (agent) if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital will comply with all reasonable directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf. Additionally, the patient's family has the right of informed consent of donation of organs and tissues.
- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual and adequate information about the person(s) responsible for the delivery of your care, treatment and services. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed.
- Have confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
- Receive meaningful access to high quality health care. The Hospital will ensure that Limited English Proficient (LEP) and hearing impaired patients are offered access to interpreter services at no charge 24 hours a day, 7 days a week.
- Per Indiana Code 4-21-5, patient is entitled to inspect and obtain a copy of their mental health record within a reasonable time frame. However, if the provider that is responsible for the patient's mental health records determines for good medical cause, upon the advice of a physician, that the information requested under this section is detrimental to the physical or mental health of the patient, or is likely to cause the patient to harm the patient or another person, the provider may withhold the information from the patient. If the provider is a state institution or agency, the patient may appeal the provider's refusal to permit the patient to inspect and copy the patient's own record.
- Receive care in a safe setting, free from verbal or physical abuse or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect, abuse, or exploitation.
- Per Indiana Code 12-27-3-3, a patient receiving services is conditionally entitled to do all of the following:
  - Wear the individual's own clothes.
  - Keep and use personal possessions that do not fit into the contraband listing and approved by the staff.
  - Keep and spend a reasonable amount of the individual's own money.
  - Have access to individual storage space for private use.
  - Maintain reasonable means of communication with persons outside the facility.
- Per Indiana Code 12-27-3-4, the conditional rights recognized (above) may be denied or limited as follows:
  - In the circumstances and according to the procedures established by the rules of the hospital.
  - Because of inconsistency with the design of the Hospital's treatment program.
  - On the individual basis, only for good cause as set forth in the individual treatment record and approved by the person primarily responsible for the patient's care and treatment.
- Know which hospital rules and policies apply to your conduct while a patient. Patients are given information about their responsibilities while receiving care, treatment, and services.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- A service provider shall record all instances of restraint or seclusion and detailed reasons for the restraint or seclusion in the patient's rehabilitation or treatment record.
- A service provider shall do the following:
  - Frequently observe a patient who is restrained or secluded.
  - Enter written notification of the observation in patient's treatment or rehabilitation record.
- Designate visitors of your choice, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - A. No visitors are allowed.
  - B. The facility reasonably determines that the presence of a particular visitor would endanger the health or the safety of a patient, a member of the health facility staff or other visitors to the health care facility or would significantly disrupt the operations of the facility.
  - C. Visitor restriction may also occur when clinically necessary.
  - D. You have told the hospital staff that you no longer want a particular person to visit.
  - E. The Hospital establishes reasonable restrictions upon visitation, including restrictions upon hours of visitation and number of visitors.
  - F. Have your wishes considered, if you lack decision-making capacity, for the purpose of determining who may visit.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Have complaints/concerns of yours or your representative addressed in a respectful manner as soon as possible.
- File a grievance or complaint verbally, by phone or in writing to a staff member, Director of Nursing, Compliance, or Social Services. You may file a grievance or complaint with the hospital or any of the agencies listed below whether or not you use the hospital's complaint/grievance process. All grievances will be addressed in a timely manner. This organization will make every attempt to provide a response within seven (7) days of receiving a grievance. All grievances will be addressed in a timely manner. This organization will make every attempt to provide a response within seven (7) business days of receiving a grievance.

NeuroPsychiatric Hospitals Compliance Hotline 574-314-6131	<b>The Joint Commission Requiring all reports be submitted in writing</b> The Office of Quality and Patient Safety (OQPS), The Joint Commission One Renaissance Blvd. Oakbrook Terrace, IL. 60181 Fax: 630-792-5636 <a href="http://www.jointcommission.org">www.jointcommission.org</a> using the "Report a Patient Safety Event" link in the "Action Center" on the Home page of the home page of the website.	Indiana State Department of Health 2 North Meridian St. Indianapolis, IN 46204 317-233-1325	IN Div. of Mental Health & Addiction Consumer Complaint Line 800-901-1133	Office of Civil Rights U.S. Dept. of Health & Human Services 233 N. Michigan Ave., Ste 240 Chicago, IL 60601 312-886-2359	Indiana Disability Rights (IDR) 800-622-4845
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- IDR shall have reasonable unaccompanied access to facilities including all areas which are used by patients, are accessible to patients, and to programs and their patients at reasonable time, which at a minimum shall include normal working hours and visiting hours. Patients include adults or minors who have legal guardians or conservators. Protection and advocacy activities shall be conducted so as to minimize interference with facility programs, respects patients' privacy interests, and honor a patient's request to terminate an interview. This access is for the purpose of monitoring compliance with respect to the rights and safety of patient s.
- Mental health services or developmental training in accordance with standards of professional practice, appropriate to the patient's needs and designed to afford a reasonable opportunity to improve the patient's condition.
- Humane care and protection from harm.
- Practice the patient's religion.
- Contact and consult with legal counsel and private practitioners of your choice at your own expense.
- Reasonable means of communication and to maintain reasonable means of communication with persons outside the hospital.
  - A. To be visited at reasonable times, or times that meet the standards of the hospitals visitors' policy.
  - B. Send and receive sealed mail. Due to the environment of the mental health setting staff will assist with this and providers may limit the patient's access to writing materials.
  - C. Place and receive telephone calls based on the hospitals patient telephone use policy.

### It is your responsibility to:

- Provide staff with available documents relating to your health (i.e. advance directives, care decisions, living wills).
- Provide to the best of your knowledge, an accurate and complete description of your present condition; and past medical history.
- Make an effort to understand your health care needs; to ask your physician or other members of the healthcare team for information relating to your treatment.
- Report any changes in your condition to your physician and to indicate whether you understand a suggested course of action.
- Inform those who treat you whether or not you want to permit or decline a specific treatment
- Take responsibility for your well-being if you do not follow the practitioner's instructions or refuse treatment.
- Follow the hospital's policies which affect patient care and conduct.
- Abide by local, state, and federal laws.
- Keep appointments and cooperate with your physician and others caring for you.
- Meet your financial commitment to the hospital, which has supplied resources for your health care needs, as soon as possible.
- Be considerate of other persons and uphold the rights of all patients.

