

POLICY

Title: Patient Bill of Rights and Patient Responsibilities - "S"

Location: Centennial Hills, Desert Springs Hospital, Henderson Hospital, Spring Valley, Summerlin, Valley Hospital	Policy Number:	Page: 1 of 4
Department of Document Owner: QUALITY MANAGEMENT		
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Section: Administrative (Hospital Wide) / Rights and Responsibilities of the Individual (RI)		

I. PURPOSE:

The Valley Health System (VHS) respects the rights of patients and recognizes that they are individuals with unique healthcare needs. Due to the importance of respecting a patient’s personal dignity, we provide considerate, respectful care focused on the individual’s need. All customers receiving health care services at Valley Health System hospitals will be informed of patient rights and responsibilities.

II. POLICY:

The Admitting Department will provide to all patients and/or surrogate decision makers a list of patient rights and responsibilities upon presentation for services to a VHS hospital. All patients have the right to expect to be cared for by staff educated about patient rights and their role in supporting these rights.

A. Patient Rights:

VHS hospitals have an obligation to the community it serves in terms of communication, respect, dignity and trust in meeting the needs of our patients.

Patient rights include but are not limited to the following:

1. A patient informed of his or her rights as a patient in advance of provision of care or as soon as reasonably possible. The patient and or Nevada State Statute may appoint a representative to receive this information.
2. Exercise these rights without regard to sex, sexual orientation, gender identity or expression, cultural background, economic status, education, religion, disability, or the source of payment for their care.
3. Considerate and respectful care in a safe setting free from any form of abuse or harassment.
4. Care that respects a patient’s personal values and beliefs, access to spiritual care and respect of spiritual and cultural beliefs.
5. Freedom of choice of physician. All patients shall be informed of the physician who has primary responsibility for coordinating their care, and the name and professional relationships of other physicians consulted on their care.
6. Receive information from their physician about their illness, their course of treatment, and their prospects for recovery in terms that they can understand. This may include the use of assistive devices for the deaf and interpretive services.
7. Participate actively in decisions regarding their medical care. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatment and the right

to formulate an advance directive (living will) and/or durable power of attorney for healthcare.

8. Prior to the start of any procedure or treatment, the patient has the right to receive whatever information from his/her physician that is necessary to give informed consent, pursuant to NRS §41A.110 and NRS §41A.120. Except when otherwise indicated, the information provided to the patient to obtain informed consent shall include, but not necessarily be limited to, the intended procedure or treatment, the risks, the benefits, alternatives to the procedure and the probable length of disability. The patient has the right to know the name and person responsible for all procedures and treatments.
9. The patient has the right to have his or her advance directive(s), if any directive has been executed, made a part of their permanent medical record.
10. The patient has the right to receive care without discrimination, regardless of whether or not they have or have not executed an advance directive.
11. The patient has the right to receive information to forgo or withdraw life-sustaining treatment and to formulate a declaration (advance directive or living will) and/or durable power of attorney for healthcare as provided for in the NRS §449.535 and §449.690 and have said declarations complied with by the health care facility and caregivers to the extent permitted by law.
12. The patient has the right to have his or her care transferred to another doctor or healthcare facility, if their doctor(s), or agent of their doctor(s), or the healthcare facility cannot respect their advance directive requests as a matter of "conscience."
13. The patient has the right to have a family member or representative of their choice and their own physician notified promptly of their admission to the hospital.
14. Full consideration of personal privacy concerning their medical care program. Case discussion, consultation, examination, and treatment are confidential, should be conducted discreetly and pursuant to applicable HIPAA regulations. The patient has the right to be advised as to the reason for the presence of any individual.
15. Confidential treatment of all communication and records pertaining to their care and hospitalization in the Valley Health System and to be able to access information contained in their record within a reasonable time frame. Prior to receiving their medical records, the patient or legal representative must complete and sign the proper release form that is in compliance with HIPAA regulations. The patient's medical records will not be available to anyone not directly concerned about their care, without the written consent of the patient or legal representative.
16. Information regarding HIPAA and the privacy and confidentiality practices in the Valley Health System.
17. Reasonable responses to any reasonable request they may make for service.
18. Patient can leave the Valley Health System hospital, even against the advice of their physicians.
19. Reasonable continuity of care and to know in advance the time and location of appointments, as well as the physician providing the care.
20. Be advised if a VHS hospital or personal physician proposes to engage in research, educational projects, or human experimentation, affecting their care or treatment. The patient has the right to refuse to participate or discontinue participation, at anytime, in a research or investigational project without compromising access to care, treatment or services.

21. Be informed by their physician or a delegate of their physician of their continuing health care requirement following their discharge from a VHS hospital.
22. Examine and receive an explanation of their bill, regardless of source of payment.
23. Know which VHS hospital rules and policies apply to their conduct as a patient.
24. Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
25. To question any of these rights by contacting a health care provider or Administration.
26. Access to Protective Services.
27. To communicate any complaints or concerns that arises in the provisions of care. A grievance or complaint may be communicated verbally, in person, by phone or in writing to the Patient Advocate or an Administrator.
28. To request and be made available information on organizational ethics.
29. To have pain assessed and to have pain treated appropriately. The patient has the right to receive education regarding their role in pain management and the potential limitations and side effects of pain treatments.

B. Responsibilities:

At all VHS hospitals, we feel that we are entitled to reasonable and responsible behavior, considering the nature of the illness, on the part of patients and their families. In order to make treatment as effective as possible and to improve the quality of life, VHS hospitals ask patients to take specific responsibilities regarding their hospitalization, care and treatment. VHS hospitals will educate patients, families and/or legal representatives of said responsibilities accordingly. Such patient responsibilities may include, but are not limited to the following:

1. The patient, family and/or legal representative is responsible to provide VHS hospitals with accurate and complete information about present complaints and condition, past medical history, medications and other matters related to the patient's health.
2. Work together with the healthcare team to develop a plan of care for the patient.
3. Responsible for following the treatment plan developed with the patient's healthcare provider and the VHS hospital staff. If the patient, family and/or legal representative cannot follow the plan of care, they shall inform the healthcare staff and are responsible for understanding the consequences of treatment alternatives and not following the treatment plan.
4. Informing their healthcare providers as to whether they understand the planned course of treatment.
5. Informing healthcare staff how the patient, family and/or legal representative want to be involved in the care and treatment of the patient.
6. Assume responsibility for their own actions, including but not limited to, refusal of any and all medical treatment.
7. The patient, family and/or legal representative are responsible for providing the VHS hospital staff of any Advance Directives or Durable Power of Attorney for Healthcare detailing such requests. The patient is responsible for understanding the consequences of refusing the medical treatment.
8. Report any unexpected changes in their condition to their healthcare provider.
9. Knowing what medications they are taking and why or asking healthcare providers when they are uncertain.

10. Informing healthcare providers when they are in pain.
11. The patient and family are responsible for following the rules and regulations of VHS hospitals affecting patient care and personal conduct.
12. The patient and family are responsible for being considerate the rights and property of other patients, families and the VHS hospital staff and assisting in the control of noise, smoking and distractions.

NEWBORN/PEDIATRIC PATIENT RIGHTS

Include the above right as applicable, as well as:

1. Newborns/Pediatric Patients have the right to have constant care and observation by physicians, nurses and other designated members of the health care team.
2. Newborns/Pediatric Patients have the right to be treated with respect.
3. Newborns/Pediatric Patients have the right to be handled gently.
4. Newborns/Pediatric Patients have the right to be held and cuddled pre-and post- procedures, when crying or fussy.
5. Newborns/Pediatric Patients have the right to be fed at regular intervals and/or on demand and to have clothes, bed linens and diapers changed as needed.

PARENT RIGHTS & RESPONSIBILITIES FOR THE NEWBORN

Include the above rights and responsibilities as applicable, as well as:

1. You have the right to have your newborn cared for by appropriately trained physicians, nurses, and other members of the health care team.
2. You have the right to be treated with respect and to have all procedures, tests, treatments and care for your newborn explained to you.
3. You have the right to discuss your newborn's diagnosis and treatment plan with your physician and nurses.
4. You have the right to participate in care of your newborn as appropriate to diagnosis.
5. You have the right to expect your newborn to be fed at appropriate intervals and/or on demand and to have clothes, diapers and bed linens changed as needed in your absence.
6. You have the responsibility to ask questions when you need more information and/or do not understand the plan of care for your newborn.
7. You have the responsibility to participate in the care of your newborn as requested by the healthcare team and as appropriate to diagnosis.
8. You have the responsibility to provide the healthcare team with requested information to aid in diagnosis and treatment