



PATIENT RIGHTS AND RESPONSIBILITIES

The Valley Health System is committed to providing high quality health care in compliance with law and regulations. We strongly believe that every patient deserves to be treated with respect, dignity, and concern. We will provide care regardless of race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status or national origin, ethnicity, citizenship or immigration status.

We consider patients partners in their health care. When patients are well informed, participate in treatment decisions, and communicate openly with their doctor and other health professionals, they help make their care as effective as possible. The Valley Health System (VHS) encourages respect for the personal preferences and values of each individual. It is our goal to assure that patient's rights are observed and to act as partners in their decision-making process. It is in recognition of these factors that these rights are affirmed.

PATIENT RIGHTS

Patient Rights shall include but not limited to:

Access to Care

- Exercise these rights without regard to sex, sexual orientation, gender identity, or expression, cultural background, economic status, education, religion and disability, including AIDS and related conditions, or the source of payment for their care.
- Reasonable responses to any reasonable request they may make for service.

Respect and Dignity

- Care that respects their personal values and beliefs, access to spiritual care, and respect of spiritual and cultural beliefs.
- Know which facility rules and policies apply to their conduct as a patient.
- To question any of these rights by contacting a health care provider or Administration.

Privacy

- Full consideration of personal privacy concerning their medical care program. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any care provider.
- Confidential treatment of all communication and records pertaining to their care and stay at the Valley Health System to the extent provided by law. The patient has the right to access information contained in their record within a reasonable time frame.

The patient has the right to inquire regarding access to their personal health information.

- Information regarding the privacy and confidentiality practices of the Valley Health System as provided by law.

Transfer and Continuity of Care

- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the physician providing care.
- Be informed by their physician or a delegate of their continuing health care requirement following their discharge from a VHS facility.

Safety

- Considerate and respectful care in a safe setting, free from any form of abuse, neglect, exploitation or harassment.
- Access to Protective and Advocacy Services.

Information

- Become informed of their rights as a patient in advance of provision of care or as soon as reasonably possible. The patient may appoint a representative to receive this information they so desires.
- Freedom of choice of physician. Knowledge of the name of the physician who has primary responsibility for coordinating their care and the name and professional relationships of other physicians who will see them.

Communication

- Receive information in a manner that they can understand. This includes the provision of an interpreter and if the patient is hearing impaired, access to TDD.
- Receive information from their physician about their illness, course of treatment, outcomes of care (including unanticipated outcomes) and prospects for recovery in terms that they can understand.
- Have all patient rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

Advance Directive

- Receive information regarding their right to forgo or withdraw life-sustaining treatment and to formulate a declaration (advance directive or living will) and/or durable power of attorney for health care provided for in the Nevada Revised Statutes 449.535 to 449.690 inclusive (Uniform Act on Rights of the Terminally III).
- The patient has the right to have their declaration (advance directive), if any directive has been executed, made a part of their permanent medical record. The patient has the right to review and revise their declaration (advance directive).

- The patient has the right to receive care without discrimination regardless of whether or not they have or have not executed a declaration (advance directive).
- The patient has the right to have the terms of their declaration (advance directive) complied with by the health care facility and caregivers to the extent permitted by law.

Pain Management

- 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.

Consent

- Participate in decisions regarding their medical care and in resolving dilemmas about care, treatment, and services. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatments.
- Receive as much information about any proposed treatment or procedure as may be needed to give information consent or to refuse the course of treatment (to the extent permitted by law). Except in an emergency, the information provided to the patient shall include, but not necessarily be limited to, a description of the procedure or treatment, the medically significant benefits, risks, or side effects, including potential problems related to recuperation, alternate course of treatment or non treatment and the risks involved in each, and the likelihood of achieving treatment or care goals. The patient has the right to know the name and person responsible for all procedures and treatments.
- To have their care transferred to another doctor or health care facility if their doctor(s) or agent of their doctor(s), or the health care facility cannot respect their declaration (advance directive) requests as a matter of “conscience.”
- Leave a VHS facility, even against the advice of their physicians.
- Be advised if the facility 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 in such research projects or to discontinue participation, at anytime, in a research or investigational project without compromising access to care, treatment or services.

Grievances

- To communicate any complaints or concerns that arise in the provision of care. A grievance or complaint may be communicated verbally, in person, by phone, or in writing to the Patient Advocate.
- Any patient who feels they have experienced discrimination may file a complaint with the hospital and/or the Nevada Division of Public and Behavioral Health (DPBH):

4150 Technology Way
Carson City, NV 89706

Commented [SC1]: There is no designated “patient advocate.”

Phone: 775-684-4200 | Fax: 775-684-4211
Email: dpbh@health.nv.gov.

Commented [SC2]: Copied from policy. Should we include this in the patient handouts?

Hospital Charges

- Examine and receive an explanation of their bill, regardless of source of payment.

PATIENT RESPONSIBILITIES

At the Valley Health System, we feel that we are entitled to reasonable and responsible behavior, considering the nature of the illness, on the part of the patients and their families. In order to make treatment as effective as possible and to improve the quality of life, The facility asks patients to take specific responsibilities in the daily management of their hospital stay. These responsibilities include, but are not limited to, the following:

- Providing the facility with accurate and complete information about present complaints and condition, past medical history, medications and other matters related to the patient's health.
- Informing healthcare providers how the patient and/or caregivers want to be involved in their treatment and care.
- Working together with the healthcare team to develop a plan of care and following the plan developed.
- Following through with what they agree to do in their treatment plan. If they cannot follow the plan, they shall inform the healthcare providers.
- Assuming responsibility for their own actions if they refuse treatment or do not follow the treatment instructions.
- Informing their healthcare providers whether they understand the planned course of treatment.
- Reporting any unexpected changes in their condition to healthcare providers.
- Knowing what medications they are taking and why and asking the healthcare provider when they are uncertain.
- Informing the healthcare provider when they are in pain.
- Providing staff with any advance directives or Durable Power of Attorney for Healthcare. The patient is responsible for understanding the consequences of refusing medical treatment.
- Following the rules and regulations of the Valley Health System affecting patient care and personal conduct.
- Being considerate of the rights and property of other patients, families and Summerlin Hospital staff and assisting the control of noise, smoking, and distractions. Abusive language and threatening behavior will not be tolerated.
- Making sure financial obligations for health care provided are fulfilled as promptly as possible.

- Communicating suggestions or improvements regarding their healthcare services.

NEWBORN & PEDIATRIC PATIENT RIGHTS

Newborns/Pediatric Patients have the rights included above, as applicable, and the following:

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

PARENT (or LEGAL GUARDIAN) RIGHTS & RESPONSIBILITIES

Parent(s) or legal guardian(s) of newborns/pediatric patients include the above rights and responsibilities as applicable, as well as the following:

- Have the child cared for by appropriately trained physicians, nurses, and other members of the health care team.
- Be treated with respect and to have all procedures, tests, treatments, and care for the child explained.
- Discuss the child's diagnosis and treatment plan with physician and nurses.
- Participate in care of the child as appropriate to diagnosis.
- Expect the child to be fed at appropriate intervals and/or on demand and to have clothes, diapers, and bed linens changed as needed in absence of parent(s)/legal guardian(s).

The responsibility to:

- Ask questions when they need more information and/or do not understand the plan of care for the child.
- To participate in the care of the child as requested by the healthcare team and as appropriate to diagnosis.
- To provide the healthcare team with requested information to aid in diagnosis and treatment.