



## Patient's Bill of Rights and Responsibilities

### YOUR RIGHTS AS A HOSPITAL PATIENT:

Summit Medical Center considers you a partner in your hospital care. When you are well-informed, participate in treatment decisions, and communicate openly with your physician and other health professionals, you help make your care as effective as possible. Summit Medical Center encourages respect for the personal preferences and values of each individual.

### WHILE YOU ARE A PATIENT IN THE HOSPITAL, YOUR RIGHTS INCLUDE THE FOLLOWING:

- You have the right to considerate and respectful care with recognition of your personal dignity.
- You have the right to be well-informed about your illness, possible treatments, and likely out-come and to discuss this information with your physician. You have the right to know the names and roles of people treating you.
- You have the right to request consultation with a specialist at your expense.
- You have the right to consent to or to refuse a treatment, as permitted by law, throughout your hospital stay. If you refuse a recommended treatment, you will receive other needed and available care.
- You have the right to have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the hospital, your family, and your physician. (A copy of Oklahoma's Advance Directive can be obtained from admitting area.)
- You have the right to expect that surroundings are reasonably safe.
- You have the right to refuse observers, students, and other caregivers.
- You have the right to privacy. The hospital, your physician, and others caring for you will protect your privacy as much as possible. You may refuse to see visitors if you choose to do so. You may also request transfer to another room if you are unreasonably disturbed by another patient or visitor.
- You have the right to request the assistance of a language interpreter. You may also ask for a TDD (Telephone Device for the Deaf) if hearing impaired. When written communication is not effective, you have the right to be informed again of your rights after admission in a manner that you can understand.
- You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- You have the right to review your medical records and to have the information explained, except when restricted by law.
- You have the right to expect that the hospital will render necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.
- You have the right to know if this hospital has relationships with outside parties that may influence your treatment and care. These relationships may be educational institutions, other health care providers, or insurers.

- You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care the hospital otherwise provides.
- You have the right to be told of realistic care alternatives when hospital care is no longer appropriate.
- You have the right to be informed about hospital policies that affect you and your treatment and about charges and payment methods.
- You have the right to know about hospital resources, such as our patient relations representatives who can help you resolve problems and questions about your hospital stay and care.
- You have the right for medical decisions to be based on need and not your ability to pay.
- You have the right to be informed about the outcomes of care, treatments, or procedures including unanticipated outcomes, and when appropriate to also have your family informed.
- You have the right to have pain assessed and managed when admitted and throughout your hospitalization.
- You have the right to make a complaint and have it reviewed in a timely, accurate, and confidential manner. You can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care treatment and services. Patients may file a complaint with OSDH, 1-800-522-0203, 1000 NE Tenth, Room 1114, Oklahoma City, OK 73117, other forms of filing are posted on the following webpage [http://www.ok.gov/health/Contact\\_OSDH.html](http://www.ok.gov/health/Contact_OSDH.html).
- You have the right to an environment that preserves dignity and contributes to a positive self image.
- You have the right to sufficient storage space to meet your needs.
- You have the right to keep and use personal clothing and possessions unless this infringes on others' rights or is medically or therapeutically contraindicated.
- You have the right to access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law.

#### **YOUR RESPONSIBILITIES AS A HOSPITAL PATIENT**

- Your responsibilities as a hospital patient are to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. You and your family are responsible for reporting unexpected changes in your condition. You and your family help the hospital improve its understanding of your environment or providing feedback about service needs and expectations.
- You and your family are responsible for following the care, service, or treatment plan developed. You should express any concerns you may have about your ability to follow and comply with the proposed care plan or course of treatment. Every effort is made to adapt the plan to your specific needs and limitation. When such adaptations to the treatment plan are not recommended, you and your family are responsible for understanding the consequences of the treatment alternatives and not following the proposed course.
- You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
- You and your family are responsible for following the hospital's rules and regulations concerning patient care and conduct.
- You and your family are responsible for being considerate of the hospital's personnel and property.
- You are responsible for being considerate of other patients, helping control noise and disturbances, following smoking policies, and respecting others' property.
- You and your family are responsible for promptly meeting any financial obligation agreed to with the hospital.
- Your family or surrogate decision-maker assumes the above responsibility for you if you have been found by your physician to be incapable of understanding these responsibilities, have been judge incompetent in accordance with law, or exhibits a communication barrier.

The physicians, nurses and the entire staff at Summit Medical Center are committed to assure you reasonable care. Should you have a complaint or grievance related to Summit Medical Center, contact Tammy Lindsey, RN, BSN, MS, Risk Management at 405-359-2400.

If your complaint or grievance is not resolved to your satisfaction, you may contact the Oklahoma State Department of Health, Medical Facilities Division, 1000 NE Tenth, Oklahoma City, OK 73117 1299, (405) 271-5600. Presentation of a complaint will not compromise your care under any circumstances.