



Patient Rights and Responsibilities
ADULT PATIENT RIGHTS

As a patient, you have certain rights and responsibilities. Wilson Care, LLC, feels that if you understand them, you can contribute to the effectiveness of your treatment, and to quality of patient care. The following is a list of Patient Rights and Responsibilities, which reflects our concern and commitment to you as a patient and a human being.

The Patient/Parent/Guardian is entitled to:

1. Impartial, reasonable access to medically indicated treatment and care, regardless of race, creed, sex, age, religion, national origin, disability, or source of payment for care.
2. Considerate and respectful care that respects your psychosocial, spiritual, and cultural values and expression of beliefs and practices, as long as these do not harm others or interfere with treatment.
3. Expect the organization to respond to your requests for services, within its capacity, and to provide evaluation, service, or referral by the urgency of your care needs.
4. Make decisions about your care, given informed consent and/or refusing treatment, to the extent permitted by law, and be informed of the medical consequences of such action, and a right to include or exclude any or all family members from participating in care decisions.
5. Consent or refuse to participate in any treatment that is considered experimental (investigational study or clinical trial) in nature, and to have a description of potential discomforts and risks fully explained prior to consent. Refusal to participate in investigational study or clinical trial does not compromise access to the clinic's services.
6. Effective management of pain as appropriate to the medical diagnosis or surgical procedure.
7. Have an advance directive, such as a living will or durable power of attorney for healthcare, concerning treatment or designating a surrogate decision-maker with the expectation that the organization will honor that directive to the extent permitted by law.
8. Participate in decisions regarding ethical issues surrounding your care including issues of conflict resolution, withholding resuscitation, foregoing or withdrawal of life-sustaining treatment, and participation in investigational studies or clinical trials. You may request to see a copy of the organizations policy on Code of Conduct and Ethical Behavior is desired.
9. Concern and comfort and dignity in all aspects of care during the final stages of life.
10. Consideration of privacy and confidentiality in case discussion, consultation, examination, and treatment.
11. Access to security and protective services, if necessary.
12. You have a right to prompt resolution of complaint/grievances without the threat of discharge, or compromising your care, or future access to care. Any patient who wishes to make a complaint may discuss the issue with the physician, nurse practitioner, executive director, or Wilson Memorial Hospital's Patient Representative at x5542. No complaint/grievance will be ignored. A formal investigation of the complaint/grievance will be conducted. If the complaint is found to be justified, appropriate action will be taken to correct the situation. You will receive notice of the action taken to address your concerns. In addition, the facility also has established policies and procedures to report any allegation of abuse or neglect to the proper state agencies assigned to deal with such incidents.
13. Be cared for by staff who have been educated about patient rights and their roles in supporting these rights.
14. Pastoral counseling and other spiritual services.
15. Expect that all communications and records pertaining to your care be treated as confidential, expect in cases such as suspected abuse or public health hazards, which are required by law to be reported.

16. Know by name the physician responsible for the coordination of your care and the identities of others involved in providing your care.
17. Know the identity and professional status of individuals for authorizing and performing procedures or treatments; any professional relationship to another healthcare provider or institution that might suggest a conflict of interest; and any business relationship between individuals treating you or between the organization and other healthcare, service, or educational institutions involved in your care.
18. Obtain information from physicians and other direct caregivers in understandable terms concerning diagnosis, treatment, prognosis, and plans for discharge and follow up care.
19. Communication support for impairments including hearing and speech.
20. Examine and receive an explanation of your Wilson Care, LLC bill regardless of the source of payment.
21. Have physical access to the facility for those with limited physical capacity.

PEDIATRIC, ADOLESCENT, NEWBORN PATIENT RIGHTS

In addition to the rights of adult patients, the needs of newborns/children/adolescents shall, with their parents/guardians, have the following rights:

1. Respect for:
 - a. Each child/adolescent/newborn as a unique individual.
 - b. The care-taking role and individual response of the parent.
2. Provision for normal physical and physiological needs of a growing child to include: nutrition, rest, sleep, warmth, activity and freedom to move and explore.
3. Consistent, supportive, and nurturing care which:
 - a. Meets the emotional, spiritual, and psychosocial needs of the child.
 - b. Fosters open communication.
 - c. Encourages human relationships.
4. Provision for self-esteem needs, which will be met by attempts to give the child:
 - a. Reassuring presence of a caring person, especially a parent.
 - b. Freedom to express feelings or fears with appropriate reactions.
 - c. As much control as possible over both self and situation.
 - d. Opportunities to work through experiences before and after they occur, verbally, in play, or in other appropriate ways.
 - e. Recognition and reward for coping well during difficult situations.
5. Provision for varied and normal stimuli of life, which contributes, to cognitive, social, emotional, and physical developmental needs.
6. Play, educational, and social activities essential to all children and adolescents.
7. Information about what to expect prior to, during, and following procedure/experience, and support in coping with it in an age appropriate language.
8. Participation of child/families in decisions affecting their own medical treatment.

THE PATIENT/PARENT/GUARDIAN HAS THE FOLLOWING RESPONSIBILITIES

1. Ask questions about specific problems and request information when you do not understand your illness or treatment.
2. Provide accurate and complete medical information to physicians and other caregivers.
3. Follow the treatment plan recommended by physicians and other caregivers, or if treatment is refused, you are responsible for your actions and the medical consequences.
4. Consider the rights of all Wilson Care, LLC personnel and other patients, and ensure that your visitors are considerate in the control of noise, limiting number of visitors, and abstaining from smoking.

5. Respect Wilson Care, LLC property and the property of other patients.
6. Follow all Wilson Care, LLC, policies affecting patient care and conduct.
7. Provide necessary information to ensure processing of organizational bills, and make payment arrangements when necessary.
8. Notify the caregiver of the patient's/child's' name, or nickname, to which he or she best responds.