



Patient Rights & Responsibilities

As part of each patient's care at our hospital, we wish to protect and promote each patient's rights. All patients seen at Caldwell Memorial Hospital, Inc. have the right to be informed of their rights and to receive care that safeguards their personal dignity, civil rights, and respects their cultural and personal values, beliefs, and preferences. These include the right to:

1. Respectful care given by competent personnel.
2. Provision of the name of the attending physician, the names of all other physicians directly participating in the care, and the names and functions of other
3. Consideration of privacy concerning the patient's own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and shall be treated as such.
4. All records pertaining to medical care are treated confidentially except as otherwise provided by law or third party contractual arrangements.
5. Facilities rules and regulations that apply to conduct as a patient.
6. Emergency procedures being implemented without unnecessary delay.
7. Quality care and professional standards that is continually maintained and reviewed.
8. Disclose information in laymen's terms, concerning the diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient's designee.
9. The physician obtaining the necessary informed consent prior to the start of any procedure, treatment, or both except in the event of an emergency.
10. The patient being made aware if a physician is considering the patient as part of a medical care research program or donor program. This includes the right to receive a description of expected benefits, potential discomforts and risks, and alternative services. You have the right to refuse participation and that refusal will not compromise your access to services.
11. Refuse any drugs, treatments, or procedures offered by the facility, to the extent permitted by law. The physician shall inform the patient of his/her rights to refuse any drugs, treatments, or procedures and the medical consequences of the patient's refusal.
12. The hospital staff assisting in obtaining consultation with another physician at the patient's request and expense.
13. Receive medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.
14. Communication being provided to all patients with vision, speech, hearing, or cognitive impairments.
15. The facility providing a patient, or designee, all information contained in the patient's medical records upon request. A patient's medical record may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the medical record, the physician shall record the reason or reasons in the patient's medical record. Access shall be restricted only for sound medical reason. A patient's designee may have access to the information in the patient's medical records even if the attending physician restricts the patient's access.
16. A decision maker being designated in the event you are incapable of understanding proposed treatment or procedure, or are unable to communicate your wishes regarding care.
17. Hospital staff not awakening you unless it is medically necessary.
18. Medical and nursing treatment that avoids unnecessary physical and mental discomfort.
19. When medically permissible, be transferred to another facility only after he/she, next of kin, or other legally responsible representative has received complete information and an explanation concerning the needs for and

alternatives to transfer. The facility to which the patient is to be transferred must first accept the patient for transfer.

20. Examine and receive a detailed explanation of his/her bill.
21. Full information and counseling on the availability of known financial resources for his/her health care.
22. Right to expect the facility will provide instructions whereby he/she is informed upon discharge of his/her continuing health care requirements and provisions for meeting the requirements.
23. Not be denied the right of access to an individual or agency that is authorized to act on his behalf or to assert or protect the patient's rights.
24. Be informed of his rights at the earliest possible time in the course of his/her hospitalization.
25. Designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient by blood or marriage.
26. Appropriate assessment and management of pain.
27. Participate in ethical questions that may arise in the course of care, including conflict resolution, withholding of resuscitative services, foregoing of withdrawal of life sustaining measures, and end of life care issues. The right to formulate advance directives and have hospital staff and practitioners comply with these directives.
28. Freedom from restraints of any form that are not medically necessary or used as coercion, discipline, convenience, or retaliation by staff.
29. Notify your own physician, family member or representative of your choice of your admission to the hospital.
30. Exclude any or all family members from participating in your care decisions.
31. Access to protective services.
32. Coordination between the hospital's utilization review and referral to peer review organizations for Medicare beneficiary concerns.
33. Pastoral counseling.
34. Unrestricted access to communication.
35. Voice complaints, in writing or verbally, directly to your caregiver or call the hospital Hot Line at extension 5555 or directly at 757-5555. You may also voice complaints to the state agency by calling 1-800-624-3004 or writing to the NC Department of Health and Human Services, Division of Health Service Regulation, 2712 Mail Server Center, Raleigh NC 27699-2712.

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CMH Responsibilities

1. Respects patient rights.
2. Respects the patient's cultural and personal values, beliefs, and preferences.
3. Involves the patient in making decisions and resolving dilemmas about his or her care, treatment, and services.
4. Informs the patient of outcomes of care, treatment, and services, so the patient can participate in current and future health care decisions.
5. Informs the patient of outcomes of care, treatment, and services that relate to sentinel events considered reviewable by The Joint Commission.
6. Respects the patient's right to refuse care, treatment, and services in accordance with law and regulation.
7. Honors the patient's right to give informed consent.
8. Ensures the consent process includes a discussion about the patient's proposed care, treatment, and services, potential benefits, including potential problems that might occur during recuperation, and reasonable alternatives to the patient's proposed care, treatment, and services.
9. Protects the patient and respects his/her rights during research, investigation, and clinical trials.
10. Provides the patient with information about the licensed independent practitioner(s) responsible for the patient's care, treatment, and services.
11. Ensures the patient is provided with information, which includes qualifications, about other individuals who are authorized to perform procedures or and treatments.
12. Ensures at the time of initial consultation and before any surgical procedure or service is performed, the patient receives disclosure information about the licensed independent practitioner's licensure and relevant education, training, and experience related to performing the planned procedure.
13. Ensures the patients right to privacy.
14. Informs the patient about his/her responsibilities for care, treatment, and services.

Patient Responsibilities

Patients have responsibilities which support the delivery of effective, compassionate care. These responsibilities include the right to:

1. Provide accurate and complete information, to the best of your knowledge, about your present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.
2. Ask questions when you do not understand what you have been told regarding your care and/or what you are expected to do including informing your provider of unexpected changes in your condition.
3. Participate in the management of your pain.
4. Follow instructions and the treatment plan developed with your physician or provider. You should express any concerns about your ability to follow the proposed course of treatment.
5. Accept the consequences of not following instructions.
6. Follow hospital rules and regulations concerning patient care and conduct.
7. Assure that financial obligations to your hospital related to your care are fulfilled as quickly as possible.
8. Act with consideration and respect for other patients and hospital personnel by refraining from making unnecessary noises, smoking, or behavior that causes distractions. This includes respecting the property of other persons and the hospital.