



We at DHR Health (DHR) believe that the protection and support of the basic human rights of freedom of expression, decision and action are important to the healing and well being of our patients. We, therefore, strive to treat our patients with respect and dignity. In order to provide quality health care to our patients and their families, DHR maintains that our patients have the following rights:

1. Become informed of his or her rights as a patient in advance of, or when discontinuing, the provision of care. The patient may appoint a representative to receive this information should he or she so desire.
2. Receive care and services without regard to race, color, age, sex, sexual orientation, marital status, national origin, cultural, economic, educational or religious background or the source of payment for care.
3. Considerate and respectful care, provided in a safe environment, free from all forms of abuse or harassment.
4. Care that includes consideration of the psychosocial, spiritual, and cultural variables that influence perceptions of illness.
5. Participate in ethical questions that arise in the course of his or her care, including issues of conflict resolution, withholding resuscitation services, and forgoing or withdrawal of life sustaining treatment.
6. Care that optimizes the comfort and dignity for the patient including, treatment as desired by the patient or surrogate decision maker, effectively managing pain, and acknowledging the psychosocial and spiritual concerns of the patient and family.
7. Appropriate assessment and management of pain.
8. Knowledge of the name of the physician who has primary responsibility for coordinating his/her care and the names and professional relationships of other physicians and healthcare providers who will see him/her. This should be given to patients in a timely manner upon admission.
9. Receive information from his/her physician about his/her illness, course of treatment, outcomes of care (including unanticipated outcomes), and his/her prospects for recovery in terms that he/she can understand.
10. Receive as much information about any proposed treatment or procedure as may be needed in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
11. Remain free from seclusion or restraints of any form that are not medically necessary
12. Have a family member or representative of his or her choice notified promptly of his or her admission to the hospital, if requested.
13. Together with their families, when appropriate, participate in the development and implementation of his or her plan of care and actively participate in decisions regarding his/her medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment.

14. Formulate advance directives regarding his or her healthcare, and have hospital staff and practitioners who provide care in the hospital comply with these directives (to the extent provided by state laws and regulations).
15. Have his or her personal physician notified promptly of his or her admission to the hospital, if requested.
16. Full consideration of privacy concerning his/her medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in his or her healthcare.
17. The provision of care that is not conditioned on the existence of an advance directive.
18. Be advised of the hospital grievance process, should he or she wish to communicate a concern regarding the quality of care he or she receives.
19. Security, personal privacy and confidentiality of information, within the limits of law.
20. Access information contained in his or her medical record within a reasonable time frame (usually within 15 days after discharge as per state law guidelines).
21. Request amendment to and receive an accounting of disclosures regarding his or her PHI.
22. Leave the hospital, even against the advice of his/her physician.
23. Examine and receive an explanation of his/her bill regardless of source of payment.
24. Be informed by his/her physician or a delegate of his/her physician of the continuing healthcare requirements following his/her discharge from the hospital.
25. Know which hospital rules and policies apply to his/her conduct while a patient.
26. Have all patient's rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
27. Patients have the right to refuse care, treatment or services in accordance with law and regulations. When appropriate under state law and/or when appropriately designated by the patient, a surrogate decision maker shall have the right to adjust care, treatment or services on the patients' behalf.

The care a patient receives depends partially on the patient. Therefore, in addition to the Patient's Rights above, the patient has certain responsibilities as well. These responsibilities should be presented to the patient in the spirit of mutual trust and respect:

1. The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.
2. The patient is responsible for reporting perceived risks in his/her care and unexpected changes in his/her condition to their responsible practitioner.
3. The patient and/or family is responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.
4. The patient is responsible for following the treatment plan established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.

5. The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.
6. The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders.
7. To ask questions if he/she does not understand the information or instructions given him/her by the doctor or the health care team member.
8. The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.
9. The patient is responsible for following hospital policies and procedures applicable to patients.
10. The patient is responsible for being considerate of the rights of other patients and hospital personnel.
11. The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.
12. For the disposition of their valuables prior to admission into the Facility, as the Facility does not assume this responsibility unless prior arrangements are made in accordance with Hospital policy.
13. Patients have the right to have a surrogate decision maker identified if he/she is unable to make decisions about care, treatment or services.
14. The patient has the right to involve the family in care, treatment and services with permission from the patient or surrogate decision maker.