

Your Rights & Responsibilities as a Patient

Your Rights as a Patient

CarePartners Thoms Rehabilitation Hospital views it as a fundamental responsibility to protect and promote the rights of the persons served. The persons served should be treated with dignity and respect at all times. CarePartners Thoms Rehabilitation Hospital and its medical staff have adopted the following statement of patient rights. This list includes, but shall not be limited to, the patient's right to:

1. *Exercise these rights* without regard to the sex or cultural, economic, educational or religious background or the source of payment for care. Individuals shall be accorded impartial access to treatment or accommodations as to his/her requests and needs for treatment or service that is within the facility's capability, availability, its stated mission and applicable law and regulation.
2. *Considerate and respectful care.* Every individual, whether adult or adolescent, has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity, his/her psychosocial, spiritual and cultural variable that influence the perceptions of illness. The patient has the right to be free from all forms of abuse or harassment. Reference Administrative Policy # 1-075-17.
3. *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 health care providers who will see him/her.
4. *Receive information from his/her physician* about his/her illness, his/her course of treatment and his/her prospects for recovery in terms that he/she can understand.
5. *Receive as much information about any proposed treatment or procedure as the patient* may need 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 procedures or treatment. When refusal of treatment by the patient or his/her parent or legally designated representative prevent the provision of appropriate care in accordance with ethical and professional standards, the relationship with the patient may be terminated upon such reasonable notice.

6. *Timely response to any reasonable request he/she make for services.*
7. *Participate actively in decisions regarding his/her medical care.* To the extent permitted by law, this includes the right to refuse treatment. Patients have the right to appropriate assessment and management of pain.
8. *Full consideration of privacy* concerning his/her medical care in accordance with CarePartners HIPAA Policies and Procedures. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
9. *Confidential treatment of all communications and records* pertaining to his/her care and his/her stay in the hospital in accordance to HIPAA guidelines. In addition to patient rights detailed in the CarePartners Notice of Privacy Practices, the patient or his/her parent or legal designated representative has the right, within the law, to personal and informational privacy, as manifested by the right to:
 - Refuse to talk with or see anyone not officially connected with the facility, including visitors or persons officially connected with the facility but who are not directly involved in his/her care.
 - Wear appropriate personal clothing and religious or other symbolic items, as long as they do not interfere with diagnostic procedures or treatment.
 - Be interviewed and examined in surroundings designed to assure reasonable audiovisual privacy. This includes the right to have a person of one's own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex, and the right to remain disrobed no longer than is required for accomplishing the medical purpose for which the patient was asked to disrobe.
 - Expect that any discussion or consultation involving the patient's case – whether the patient is an adult or adolescent – will be conducted discreetly and that the individuals not directly involved in his/her care will not be present without his/her permission.
 - Have their health information accessed only by individuals on a need to know basis for purposes of treatment, payment and/or operations. Please refer to the CarePartners Notice of Privacy Practices for further details on other disclosures of health information.
 - Expect all communications and other records pertaining to care of the individual including the source of payment for treatment to be treated as confidential in accordance with HIPAA guidelines.

- Request a transfer to another treatment room if another patient or visitor is unreasonably disturbing him/her.
 - Be placed in protective privacy when considered necessary for personal safety.
 - File a complaint regarding organizational privacy practices. Privacy complaints should be forwarded to the CarePartners Privacy Officer in accordance with the Privacy Complaints P&P.
10. *To file a written or verbal grievance* with the hospital contact Patient and Guest Relations at extension 4243 (274-9567 extension 4243) or the Division of Facility Services, 701 Barbour Drive, Raleigh, NC 27603, 1-800-624-3004.
 11. *Leave the hospital* even against the advice of his/her physician.
 12. Reasonable *continuity of care* and to know in advance the time and location of appointment as well as the physician providing the care.
 13. *Be advised* if hospital or personal physician propose to engage in or perform human experimentation in his/her care or treatment. The patient has the right to refuse to participate in such research projects. A patient who declines such care will receive the most effective care the hospital otherwise provides.
 14. *Be informed* by his/her physician or a delegate of his /her physician of the continuing health care requirements following his/her discharge from the hospital.
 15. *Examine and receive an explanation of his/her bill* regardless of source of payment. The patient has the right to know of the hospital's charges for services and payment method.
 16. *Know which hospital rules and policies apply* to his/her conduct while a patient. To know about hospital rules that affect care, treatment and responsibilities. The patient has the right to know about hospital resources for resolving disputes, grievances and conflicts.
 17. *Have all patients' rights apply* to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
 18. *To express choices of care* through an advance directive.
 19. *To review records* pertaining to medical care and to have information explained or interpreted as necessary, except where restricted by law.

20. *To expect that CarePartners Thoms will provide appropriate and medically indicated care* and services either at CarePartners Thoms Rehabilitation Hospital or at another facility. The patient must have the benefit of complete information and explanation concerning the need for transfer to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer.
21. *To know if the hospital has relationships* with outside parties that may influence treatment and care. These relationships may be with educational institutions, other health care providers or insurers.
22. *To expect reasonable continuity of care and to be informed of available and realistic patient care options* when care at CarePartners Thoms Rehabilitation Hospital is no longer appropriate.
23. *To expect reasonable safety* in regards to facility practice and environment are concerned.
24. *To be free from both physical restraints and drugs that are used as a restraints* which are not medically necessary and then only in least restrictive manner possible. See Restraint Policy # 1-175-08.
25. Patient has the right to have his or her own physician and a family member or individual of choice *promptly notified of his/her admission*.

The rights of the patient may be delineated on behalf of the patient, to the extent permitted by law to the patient's guardian, next of kin, or legally authorized responsible person if the patient:

- Has been adjudicated incompetent in accordance with the law, or
- Is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure, or
- Is unable to communicate his/her wishes regarding treatment, or
- Is a minor.

All personnel shall observe these patients' rights.

Your Responsibilities as a Patient

CarePartners Thoms Rehabilitation Hospital recognizes that the effectiveness of and satisfaction with care activities and outcomes depend, in part, on the patient fulfilling certain collaborative responsibilities. The care a patient receives depends partially on the patient him/herself.

Therefore, in addition to Patient Rights, a 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 and hospitalizations, medications, goals of rehabilitation and other matters relating to his/her health.
2. The patient is responsible for making it known whether he/she *clearly comprehends* the course of his/her medical treatment and what is expected of him/her.
3. 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. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment.
4. The patient is *responsible for keeping appointments* and for notifying the hospital or physician when he/she is unable to do so.
5. The patient is *responsible for his/her actions* should he/she refuse treatment or not follow his/her physician's orders.
6. The patient is responsible for assuring that the *financial obligations* of his/her hospital care are fulfilled as promptly as possible. Patients are responsible for providing insurance information and for working with the hospital to make payment arrangements when necessary.
7. The patient is responsible *for following hospital policies* and procedures.
8. The patient and their families and friends are responsible for *being considerate of the rights of other patients*, visitors and hospital personnel.
9. The patient is responsible for *being respectful of his/her personal property and that of other persons* in the hospital including other patients, staff and hospital property.
10. Patients are responsible for *recognizing the impact of their life-styles* on their personal health.
11. A consequence to the patient who chooses not to meet his or her responsibilities may be the *discontinuation of rehabilitation services* at the discretion of the care provider(s).

For More Information

For more information, please call the Admissions Office at (828) 274-6151 or fax (828) 274-6181.

Community CarePartners does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment. For questions, contact CarePartners Compliance Officer at (828) 277-4800 (TTY/TDD (828) 274-6196).