



ORGANIZATIONAL POLICY

SUBJECT: Patient's Bill of Rights

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PURPOSE

The Patient's Bill of Rights shall serve as a guide to all employees of CarolinaEast Medical Center in their interaction with and treatment of all patients.

POLICY

CarolinaEast Medical Center believes that every individual should be treated with dignity, compassion, honor, respect, and confidentiality, and that every individual presents with unique health care needs. Care is provided with consideration to the individual's specific physical, emotional, social, cultural, intellectual, and spiritual needs within the life continuum. CarolinaEast Medical Center respects the rights of patients, families, and other caregivers to be informed about and involved in formulating their plan of care; CarolinaEast supports the patients and their physicians in making informed decisions about treatment choices and other aspects of their care, including the decision to discontinue treatment, to the extent permitted by law.

To this end, CarolinaEast Medical Center has adopted the American Hospital Association "A Patient's Bill of Rights" as the model for delineating the rights of patients:

BILL OF RIGHTS - Each patient receives a written statement of patient rights and responsibilities. (These rights can be exercised on the patient's behalf by a legal guardian or other designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor).

1. The patient has the right to considerate and respectful care given by competent personnel without discrimination based upon age, race, color, religion, sex, sexual orientation, gender identity, national origin, source of payment, handicap, disability, or any legally protected status. The patient has the right to high quality care and high professional standards that are continually maintained and reviewed.

2. The patient has the right to and is encouraged to obtain from physicians and other direct caregivers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis.

Except in emergencies when the patient lacks decision-making capacity and the need for treatment is urgent, the patient is entitled to the opportunity to discuss and request information related to diagnosis, the specific procedures and/or treatments, prognosis, the risks involved, the possible length of recuperation, and the medically reasonable alternatives and their accompanying risks and benefits. Patients have the right to be informed about the outcomes of care, treatment, and services that the patient must be knowledgeable about in order to participate in current and future decisions *affecting the patient's care, treatment, and services, including unanticipated outcomes that relate to sentinel events.* The responsible Licensed Independent Practitioner or designee should inform the patient about those unanticipated outcomes. When it is not possible or medically advisable to give such information to the patient, the information should be given on the *patient's behalf to the patient's guardian, health care agent, authorized representative, or designee.* (See Organizational Policy 110.03, Outcomes of Care and Communication with Patients.)

Patients have the right to receive the name of the physician or other practitioner primarily responsible for their care at the time of admission. Patients have the right to receive the name of the physician or other practitioner who will perform their care, treatment, or direct service before a procedure is performed. Upon making a proper request, patients have the right to know the identity of nurses, and others involved in their care, as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.

3. The patient has the right to participate in the development and implementation of his or her plan of care and to request or refuse treatment, care and services in accordance with law and regulation or hospital policy. In case of such refusal, the patient is entitled to other appropriate care and services that the hospital provides or to be transferred to another hospital. Patients have the right to know about any policy that might affect their choice within the institution. Except for emergencies, the physician should obtain the necessary informed consent prior to the start of any procedure or treatment or both. A patient has the right to receive assistance in obtaining *consultation with another physician at the patient's request and expense.*
4. The patient has the right to have an advance directive or advance instruction

(such as a living will or health care power of attorney) concerning treatment or that designates a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.

Patients have the right to receive information from health care institutions informing patients of their rights under state law and hospital policy to make informed medical choices, to ask if they have advance directives, and to have information about their advance directives included in their medical records. Patients have the right to receive timely information about hospital *policy that may limit the hospital's ability* to implement fully a legally valid advance directive.

5. The patient has the right to consideration of privacy and security. Case discussion, consultation, examination, and treatment should be conducted so as to protect each patient's privacy and security.
6. The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
7. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the hospital, except in cases such as suspected abuse, public health hazards, and other circumstances when reporting is permitted or required by law. The patient has the right to expect that the hospital will emphasize the confidentiality of this information when the hospital releases it to any other parties entitled to receive or review information in these records.
8. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law. The facility shall provide a patient, or patient *designee, upon request, access to all information contained in the patient's medical records. A patient's access to medical records may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the patient's medical record, the physician shall record the reasons on the patient's medical record. Access shall be restricted only for sound medical reason. A patient's designee, with appropriate authorization given by the patient, may have access to the information in the patient's medical records even if the attending physician restricts the patient's access to those records.*
9. The patient has the right to expect that the hospital, within its capacity and policies, will make reasonable responses to the requests of a patient for

appropriate and medically indicated care and service. The patient has a right to expect that the hospital will provide evaluation, services, and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The institution to which the patient is to be transferred must first have accepted the patient for transfer. The patient should also have the benefit of complete information and an explanation concerning the need for, risks, benefits, and alternatives to such a transfer.

10. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence the patient's treatment and care.
11. The patient has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to giving consent. The patient or his or her legally responsible party, may at any time, refuse to continue in any such program to which he or she has previously given informed consent. A patient who declines to participate in research or experimentation is entitled to the most effective care that the hospital can otherwise provide.
12. The patient has the right to expect reasonable continuity of care and to expect that the facility will provide a mechanism whereby the patient is informed upon discharge concerning his continuing health care requirements following discharge and the means for satisfying them.
13. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities. The patient has the right to be informed of available resources for resolving disputes, grievances, and conflicts, such as ethics committees, patient representatives, the appropriate regulatory body, or other mechanisms available in the institution. The patient has the right to be informed of the hospital's charges for services and available payment methods, and to examine and receive a detailed explanation of his/her bill. The patient has a right to full information and counseling concerning the availability of known financial resources for his health care.
14. The patient has the right to access protective and advocacy services when such services are indicated.
15. The patient has the right to be involved in resolving dilemmas about his or

her care, treatment, and services, and to accept or refuse medical or surgical treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitative services.

16. The patient has the right to appropriate assessment and management of pain.
17. The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
18. The patient who does not speak English has the right to have access, when possible, to an interpreter. Patients with hearing impairments have the right to have access to an interpreter and/or adaptive equipment, as appropriate.
19. The patient has the right not to be awakened by hospital staff unless it is medically necessary.
20. The patient has the right to be free from needless duplication of medical and nursing procedures.
21. The patient has the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
22. The patient has the right to be informed of his rights at the earliest possible time in the course of his hospitalization.
23. The patient is entitled to have the right of access to an individual or agency *that is authorized to act on his behalf to assert or protect the patient's rights.*
24. The patient has the right to be free from real or perceived harassment, mental, physical, sexual, and verbal abuse, neglect, exploitation, and corporal punishment.
25. The patient has the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.
26. The patient has the right to safe implementation or restraint or seclusion by trained staff.
27. The patient has a right to an environment that preserves dignity and contributes to a positive self image.

28. The patient has the right to designate visitors including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend 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. The hospital allows a support person, who is a family member, friend, or other individual designated by the patient, to be present with the patient for emotional support during the course of stay, *unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated.* Documentation to establish support person status is required only in the event the patient is *incapacitated and two or more individuals claim to be the patient's support person.* The patient has the right to withdraw or deny consent to receive any visitors at any time.

These visitation rights are subject to clinical restrictions and limitations, including but not limited to: a) when the patient is undergoing care interventions; b) when there may be infection control issues; c) when visitation may interfere with the care of other patients; d) the *patient's need* for rest or privacy; e) reasonable limitations on the number of visitors at one time; f) behavior disruptive of the functioning of the patient care unit, or presenting a risk or threat to others. The hospital does not restrict, limit or otherwise deny visitation privileges on the basis of age, race, ethnicity, color, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

29. The hospital has a complaint and grievance process to address any concern a patient may have about the services provided to him or her. The instructions relating to pursuing a complaint or grievance provide the following directions: "Please contact a patient representative at 252-633-8177 if you have a grievance or concern you would like to share with us. After hours and on weekends, please ask to speak with the clinical supervisor. You have the right to file a grievance directly with the North Carolina Department of Health and Human Service, Division of Health Service Regulation. You may call 800-624-3004 (within NC) or 919-855-4500 or mail your information to 2711 Mail Services Center, Raleigh, NC 27699-2706, even if you do not first use our process. If you are a Medicare beneficiary, you have the right to refer a grievance to Carolinas Center for Medical Excellence (A Quality Improvement Organization) at 800-722-0468. If you need help with this process, call a patient representative. If the *hospital's management has not resolved your concerns about patient care and safety, you may contact the Joint Commission's Office of Quality Management* by calling 1-800-994-6610 or emailing:

complaint@jointcommission.org.”

PATIENT RESPONSIBILITIES - The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

1. Patients are responsible for providing information about present complaints, past illnesses, hospitalizations, medications, and other matters related to health status.
2. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information or clarification about their health status or treatment when they do not fully understand information and instructions.
3. Patients are also responsible for ensuring that the health care institution has a copy of their written advance directives and/or advance instructions (for mental health treatment) if they have such documents.
4. Patients are expected to follow the treatment plan developed. Patients are responsible for informing their physicians and other caregivers if they anticipate problems in following prescribed treatment. Patients are responsible for the outcomes if they do not follow the treatment plan.
5. Patients and their families are responsible for making reasonable accommodations to the needs of the hospital, other patients, medical staff, and hospital employees.
6. Patients are responsible for providing necessary information for insurance claims and for working with the hospital to make payment arrangements, when necessary.
7. Patients are responsible for recognizing the impact of their life-style on their personal health.

Hospitals have many functions to perform, including the enhancement of health status, health promotion, and the prevention and treatment of injury and disease, the immediate and ongoing care and rehabilitation of patients, the education of health professionals, patients, and the community, and research. All of these activities must be conducted with an overriding concern for the values and dignity of patients. Effective care requires integration of resources and collaboration among the hospital, patients, physicians, and other health care professionals.

SUBJECT: Patient's Bill of Rights

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REFERENCE:

American Hospital Association, Management Advisory: A Patient's Bill of Rights.

North Carolina Administrative Code

A Patient's Bill of Rights was first adopted by the American Hospital Association in 1973. This revision was approved by the AHA Board of Trustees on October 21, 1992.

CAROLINAEAST MEDICAL CENTER PATIENT RIGHTS AND RESPONSIBILITIES

CarolinaEast Medical Center believes that every individual should be treated with dignity, compassion, honor, respect, and confidentiality, and that every individual presents with unique health care needs. Care is provided with consideration to the individual's specific physical, emotional, social, cultural, intellectual, and spiritual needs within the life continuum. CarolinaEast Medical Center respects the rights of patients, families, and other caregivers to be informed about and involved in formulating their plan of care; CarolinaEast supports the patients and their physicians in making informed decisions about treatment choices and other aspects of their care, including the decision to discontinue treatment, to the extent permitted by law.

Your Rights as a Patient at CarolinaEast Medical Center

Each patient receives a written statement of patient rights. (These rights can be exercised on the patient's behalf by a legal guardian or other designated surrogate or proxy decision maker if the patient lacks decision-making capacity, is legally incompetent, or is a minor).

1. As a patient, you have the right to considerate, respectful, high quality care provided by competent personnel without discrimination based on age, race, color, religion, sex, sexual orientation, gender identity, national origin, source of payment, handicap, disability or any legally protected status.
2. As a patient, you have the right to and are encouraged to obtain from physicians and caregivers relevant, current and understandable information concerning diagnosis, treatment and prognosis. You have the right to be informed about outcomes of care necessary to make current and future medical decisions, including unanticipated outcomes, and to know the names and roles of the people treating you.
3. As a patient, you have the right to consent or refuse treatment, in accordance with law and regulation or hospital policy, throughout your hospital stay. If you refuse a recommended treatment, you will receive other appropriate and available care. You will be notified of any policy that may affect your choice within the institution. You have the right to receive assistance in obtaining consultation with another physician at your request and expense.
4. As a patient, you have the right to have an advance directive, such as a Living Will or Health Care Power of Attorney. These documents express your choices about future care or name someone to decide for you 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 doctor.
5. As a patient, you have the right to privacy and security. The hospital, your doctor and others caring for you will protect your privacy and security as much as possible.
6. As a patient, you have the right to have a family member or representative of your choice and your personal physician notified promptly of your admission to the hospital.
7. As a patient, 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 records are confidential.

8. As a patient, you have the right to review your medical records and to have the information explained, except when restricted by law.
9. As a patient, you have the right to expect that the hospital will give you 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.
10. As a patient, you have the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers, or payers that may influence your treatment and care.
11. As a patient, you have the right to be advised when a physician is considering you for a medical research program or donor program. You have the right to consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to giving consent. If you choose not to take part you will receive the most effective care the hospital otherwise provides.
12. As a patient, you have the right to expect reasonable continuity of care and that you will be informed upon discharge as to continuing health care requirements and the means for satisfying them.
13. As a patient, you have the right to know about hospital policies and practices that affect your care, treatment, and responsibilities and about charges and payment methods. You have the right to examine and receive a detailed explanation of your bill. You have the right to know about hospital resources and the appropriate regulatory bodies that can help you resolve problems and questions about your hospital stay and care. You have the right to full information and counseling concerning the availability of known financial resources for your health care.
14. As a patient, you have the right to access protective and advocacy services in the event such services may be indicated.
15. As a patient, you have the right to be involved in resolving dilemmas about your care, treatment, and services including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services.
16. As a patient, you have the right to appropriate assessment and management of pain.
17. As a patient, you have the right to expect emergency procedures to be implemented without unnecessary delay.
18. As a patient, you have the right to access an interpreter and/or adaptive equipment if you do not speak English or have hearing impairments.
19. As a patient, you have the right to not be awakened by hospital staff unless it is medically necessary.
20. As a patient, you have the right to be free from needless duplication of medical and nursing procedures.
21. As a patient, you have the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort.
22. As a patient, you have the right to be informed of your rights and responsibilities at the earliest possible time in the course of your hospitalization.

23. As a patient, you have the right to not be denied the right of access to an individual or agency that is authorized to act on your behalf to assert or protect your rights.
24. As a patient, you have the right to be free from harassment, mental, physical, sexual, and verbal abuse, neglect, exploitation and corporal punishment.
25. As a patient, you have the right to be free from restraint or seclusion of any form imposed as a means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed to ensure the physical safety of the patient, staff or others.
26. As a patient, you have the right to safe implementation of restraint or seclusion by trained staff.
27. As a patient, you have the right to an environment that preserves dignity and contributes to a positive self-image.
28. As a patient, you have the right to designate visitors including, but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend 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. The hospital allows you to designate a support person of your choice to be present with you for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety or is medically or therapeutically contraindicated. You have the right to withdraw or deny consent to receive any visitors at any time. These visitation rights are subject to reasonable restrictions and limitations, including but not limited to: a) when the patient is undergoing care interventions; b) when there may be infections control issues; c) when visitation may interfere with the care of other patients; d) the patient's need for rest or privacy; e) reasonable limitations on the number of visitors at one time; f) behavior disruptive of the functioning of the patient care unit, or presenting a risk or threat to others.
29. As a patient, you have the right to file a grievance concerning the services rendered to you. To file a grievance with the hospital, please contact a patient representative at 252-633-8177 during regular business hours. After hours and on weekends, please ask to speak with the clinical supervisor on duty. You have the right to file a grievance directly with the North Carolina Department of Health and Human Services, Division of Health Service Regulation by calling 1-800-624-3004 (within NC) or 919-855-4500 or mailing your information to 2711 Mail Services Center, Raleigh, NC 27699-2706. If you are a Medicare beneficiary, you have a right to file your grievance directly with the Carolinas Center for Medical Excellence (A Quality Improvement Organization) by calling 1-800-722-0468. If the hospital's management has not resolved your concerns about patient care and safety, you may contact the Joint Commission's Office of Quality Management by calling 1-800-994-6610 or emailing: complaint@jointcommission.org.

Your Responsibilities as a Patient at CarolinaEast Medical Center

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

1. As a patient, you are responsible for providing information about your health, including present complaints, past illnesses, hospital stays and use of medicine.

2. As a patient, you are responsible for asking questions when you do not understand information or instructions.
3. As a patient, you are responsible for providing the hospital a copy of your advance directive if you have such documents.
4. As a patient, you are responsible for following the treatment plan. If you believe you cannot follow through with your treatment, you are responsible for telling your doctor. You are responsible for the outcomes if you do not follow the treatment plan.
5. CarolinaEast works to provide care efficiently and fairly to all patients and the community. As a patient, you and your visitors are responsible for being considerate of the needs of other patients, staff and the hospital.
6. As a patient, you are responsible for providing information for insurance and for working with the hospital to arrange payment when needed.
7. Your health depends not just on your hospital care but, in the long term, on the decisions you make in your daily life. As a patient, you are responsible for recognizing the effect of life-style on your personal health.

A hospital serves many purposes. Hospitals work to improve people's health; treat people with injury and disease; educate doctors, health professionals, patients and community members; and improve understanding of health and disease. In carrying out these activities, this institution works to respect your values and dignity.