

## Sharp HealthCare Patients' Rights

You have the right to:

- Exercise these rights without regard to age, sex, economic status, educational background, race, color, religion, ancestry, national origin, marital status, sexual orientation, gender identity and expression, or the source of payment for care.
- Receive considerate and respectful care and to be made comfortable.
- Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationship of other physicians and non-physicians who will see you.
- Have a family member (or representative of your choice) and your own physician notified promptly of your admission to the hospital.
- Receive information about your illness, your course of treatment and prospects for recovery in terms that you can understand.
- Receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or nontreatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- Formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives. You have the right to request or refuse treatment. However, you do not have the right to demand treatment or services deemed medically unnecessary or inappropriate. If you have any ethical concerns regarding your care, please ask your nurse to assist you to resolve your issues or to contact the Biomedical Ethics Committee.
- Participate actively in decisions regarding medical care, including pain management. To the extent permitted by law, this includes the right to refuse treatment. If you suffer from severe chronic intractable pain, you have the option to request or reject the use of any or all modalities to relieve your pain, including opiate medication. Your doctor may refuse to prescribe you opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

- Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual.
- Have your personal privacy respected. You have the right to have visitors be asked to leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
- Confidential treatment of all communications and records pertaining to your care and stay in the hospital. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care. You have the right to access information contained in your clinical records within a reasonable time frame (except in certain circumstances specified by law).
- Reasonable responses to any reasonable requests made for service.
- Receive care in a safe setting, free from verbal or physical abuse or harassment.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Leave the hospital, even against the advice of physicians.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing your care.
- Be advised if the hospital or your physician proposes to engage in or perform human experimentation affecting care or treatment. You have the right to refuse to participate in such research projects.
- Be informed of continuing health-care requirements following discharge from the hospital.
- Examine and receive an explanation of your bill regardless of source of payment.
- Know which hospital rules and policies apply to your conduct while a patient.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on your behalf.

- Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - A. No visitors are allowed.
  - B. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - C. You have indicated to the health facility staff that you no longer want this person to visit.
- You have the right to file a grievance. A grievance is a problem or complaint that has not been resolved to your satisfaction after undergoing initial review and resolution by Patient Relations and/or appropriate managers. An appeal is a formal process for reconsideration of the resolution of a complaint. Request for an appeal may be made in writing or by calling the Patient Relations department. Appeals will be forwarded to the committee authorized by the Board of Directors to hear grievances at each Sharp HealthCare facility. A written resolution of the appeal by the Grievance Committee may include the name of the contact person, steps taken to investigate the grievance, the result of the grievance process, and the date of completion. Concerns regarding quality of care or premature discharge will be referred to appropriate hospital or medical staff committees. The average time period for resolution of complaints and grievances is anticipated to be within 30 – 90 days.
- You also have the right to file a complaint with the California Department of Public Health regardless of whether you use the hospital's complaint management/grievance process. The California Department of Public Health address and telephone number are: California Department of Public Health Licensing & Certification Program, 7575 Metropolitan Drive Suite 104, San Diego, CA 92108; 619-278-3700 or 1-800-824-0613.

**If at any time you believe that any of these hospital responsibilities have not been fulfilled or if you have other concerns, you may contact the nurse in charge or the Office of Patient Relations. They will assist you to resolve your concerns/complaints.**

*References: Health and Safety Code Section 1288.4; 42 C.F.R. Section 482.13 Medicare Conditions of Participation (CoP) [64 Fed Reg 36070-36089 (Jul. 2, 1999)]*

**As a patient, you also have the responsibility to:**

- Know and follow facility rules and regulations.
- Provide information about past illnesses, hospitalizations, medications, and other matters relating to your health.
- Cooperate with all facility personnel and to ask questions of your doctor or nurse if you do not understand any directions or procedures.
- Be considerate of other patients and personnel, assist in the control of noise and comply with rules regarding smoking, number of visitors and visiting hours.
- Understand that your visitors must comply with policies and procedures designed to protect the health and safety of others and to facilitate the safe and efficient operation of the facility.
- Provide information necessary for insurance processing and to recognize that you, as the patient, are responsible for your hospital bills and any additional charges owed to other care providers for their professional services.
- Help your doctor, nurses and allied medical personnel in their efforts to return you to health by following their instructions and medical advice. Be responsible for your actions if you refuse treatment or care or if you do not follow your practitioner's instructions.
- Be respectful of the property of other persons and the property of the facility.
- Understand that the facility is not responsible for your personal property, nor for your valuables unless they are locked in the facility safe.
- Provide a copy of your advance directive, if you have one, to the facility, your family and your doctor.
- Advise your doctor, charge nurse or Patient Relations representative of any dissatisfaction you may have with your care or services.

If you have questions about any of your rights or responsibilities, please ask your doctor or nurse.