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Patient's Rights

Upon admission all patients will be given a copy of the patient rights & responsibilities, and they are prominently posted in all patient care areas of each CNHSA facility.

1. Patient has the right to considerate, respectful, and safe care.
2. Patient and/or their legal surrogate decision maker, as allowed by law, has the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action.
3. The Patient has the right to every consideration of privacy concerning his/her own medical care program. The patient has the right to personal privacy while in the hospital and to have all information about your illness and care treated as confidential.
4. Patient has a right to expect that all communications and records pertaining to his/her care is treated as confidential.
5. Patient has a right to expect the CNHSA to assist in locating alternative services when medically indicated.
6. Patient has a right to examine and receive an explanation of hospital bill regardless of the source of payment, and knowledge of their non coverage rights.
7. Patient has a right to know what hospital rules and regulations apply to his/her conduct as a patient.
8. Patients have a right to receive all levels of inpatient, emergency, or outpatient care in a safe, abuse and neglect free environment, regardless of race, religion, sex, ethnic background, social class, educational level or ability to pay.
9. Patient has a right to have personal belongings safeguarded and returned to the patient on discharge.
10. Patient has a right to be informed of continuing health care requirements following discharge from the hospital and to participate in their own discharge planning.
11. Patient has a right to be informed and consent to nature and purpose of technical procedures to be performed. Except in emergencies, this information shall include a description of the procedure, the significant risks, alternate course and risk of each, and the name of the person who will provide treatment.
12. Patient has a right to communicate with those responsible for his/her care, to receive information regarding the nature and extent of the problem, planned course of treatment and prognosis, and to participate in the development of your plan of care. Information will be given to you by your doctors and other members of your care team in language you can

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understand. Patients with physical impairments may also obtain information based on their needs.

13. Patient has the right, at his/her request and own expense, to consult with a specialist.
14. Patient has the right to know the identity and professional status of individuals providing service to him/her.
15. Patient has the right to be informed of the existence of a Leadership Committee, and its accessibility.
16. The patient or patient's designated representative has the right to be informed and receive, upon request; further information about organ and tissue donation.
17. Patient has the right to be confident that any restraint utilization-physical, chemical or mechanical, is for the safety and benefit of the patient and is always based on the patient's individually assessed needs. Patient further has the right to the knowledge that our highest priority with any restraints utilization is to preserve the health, safety, rights, dignity and well being of the patient.
18. Patient has the right to comprehensive and compassionate pain management through individualized treatment of total pain, including physical, psychological, social and spiritual components. As a patient you can expect information about pain and pain relief, staff who will care about your pain, who will respond when you report pain and who will ask about pain relief often.
19. Patient has the right to be advised if the hospital proposes to engage in or perform human experimentation affecting their care or treatment and have the right to refuse to participate in such experiments.
20. You have the right to develop advance directives and to have hospital staff comply with those directives.
21. You have the right to have a family member or representative and your own physician notified promptly of your admission to the hospital.
22. A patient has a right to receive notice of their beneficiary discharge rights and for notice on non-coverage rights. A patient has a right to receive a copy of their right to appeal premature discharge. The patient has a right to get a copy of this in writing and to appeal if they feel this is premature.
23. The patient or legal representation has the right to access information in their medical record within confines of the law.
24. The patient has the right to leave the hospital, even against the advice of the patient's physicians if an "AMA" (Against Medical Advice) form is completed.

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25. The patient has the right for reasonable continuity of care and to know in advance the time and location of appointment and who will be providing care.
26. The patient has the right to designate visitors of his/her choosing, if patients have decision-making capacity whether or not the visitor is related by blood or marriage, unless; there are no visitors allowed, the presence of a particular visitor would endanger the health and safety of a patient, staff or other visitors.
27. A patient has a right to receive a written copy of these patient rights and to have these rights followed by their physicians, nurses and other healthcare staff.
28. A patient has the right to selection of post-hospital extended care providers, as long as they can provide appropriate care needed by the patient, such as hospice providers, home health care and nursing home placement.
29. A patient, next-of-kin, or legally responsible representative has the right to participate in the consideration of ethical issues.
30. Patients or families may seek spiritual counsel from their pastor or request a local directory.
31. When medically permissible, a patient may be transferred to another facility, only after the patient or next-of-kin or other legally responsible representative, or personal representative, has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be transferred must accept the patient for transfer in advance.
32. A patient has the right to communicate complaints or grievances regarding his or her personal care giver such as to his or her physician, nurse, hospital management or administration. The hospital has a patient advocate who can be reached at (918)-567-7000, Ext. 6855, or complaints may be communicated to the following:

Department Supervisor

McAlester Clinic

Director (918)-423-8440
1127 S. George Nigh Expwy.
McAlester, OK 74501

Poteau Clinic

Director (918)-649-1100
109 Kerr Ave.
Poteau, OK 74953

Broken Bow Clinic

Director (580)-584-2766
1300 Martin Luther King Drive
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Hugo Clinic

Director (580)-326-7561
410 North M Street

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Broken Bow, OK 74728

Hugo, OK 74743

Idabel Clinic

Director (580)-286-2600
902 Lincoln Road
Idabel, OK 74745

Stigler Clinic

Director (918)-967-9200
2204 E Main
Stigler, OK 74462

Oklahoma Healthcare Authority (Medicaid Concerns Only)
(800)-522-0310

Oklahoma Foundation for Medical Quality (Medicare Concerns Only)
14000 Quail Springs Parkway
Suite 400
OKC, OK 73134-2600
(800)-522-3414

Centers for Medicare and Medicaid Services (CMS) Region 6
1301 Young Street
Suite 714
Dallas, TX 75202
Division of Clinical Standards and Quality

The Department of Health & Human Services-Office of the Inspector General
(800)-447-8477

Joint commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
(800)-994-6610

Patient's Responsibilities

Provision of Information

A patient/their representatives have the responsibility to provide, to the best of his knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his health. He has the responsibility to report unexpected changes in his condition to the responsible practitioner. A patient is responsible for making it known whether he clearly comprehends a contemplated course of action and what is expected of him.

Compliance with Instructions

A patient/their representatives have responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions
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of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he is unable to do so for any reason, for notifying the responsible practitioner or the hospital.

Refusal of Treatment

The patient/their representatives have responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Hospital Charges

The patient/their representatives have responsible for assuring that the financial obligations of his/her healthcare are fulfilled as promptly as possible.

Hospital Rules and Regulations

The patient/their representatives have responsible for following hospital rules and regulations affecting patient care and conduct.

Respect and Consideration

The patient/their representatives have responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, tobacco policy, and the number of visitors. The patient is responsible for being respectful of the property of other persons and the hospital, and will not engage in verbal or physical abuse, use of alcohol or illegal substances, or carry weapons of any kind.

Advance Directive for Health Care

The patient/their representatives have responsible for providing any and all advance directives, such as a Living Will or Power of Attorney, at the time of Admission.

Medication Reconciliation

Patients will keep a current and up to date list of all their medications, dosages, how often you take the medicines and the purpose for each. Patients will maintain current information on any allergies or sensitivities to medications.