

# Patient Rights & Responsibilities

## You have the right to:

- Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
- Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
- Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
- Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
- Reasonable responses to any reasonable requests made for service.
- Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the 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.
- Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have

the right to have visitors 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. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how Chinese Hospital may use and disclose your protected health information.
- Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may also be provided this information.
- Know which hospital rules and policies apply to your conduct while a patient.
- Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - No visitors are allowed.
  - 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.
  - You have told the health facility staff that you no longer want a particular person to visit. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
- Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
- Examine and receive an explanation of the hospital's bill regardless of the source of payment.
- Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status or the source of payment for care.
- File a grievance. If you want to file a grievance with the hospital, you may do so by writing or calling: Chinese Hospital Patient Relations, 845 Jackson Street, San Francisco, CA 94133. Telephone: ext. 2492 or 1-415-677-2492
- File a complaint with the state Department of Public Health, 350 90th Street, 2nd Floor Daly City, CA 94015. Hotline: 1-800-554-0353 and Telephone: 1-650-301-9971 or call the Joint Commission Office of Quality Monitoring at 1-800-994-6610 regardless of whether you use the hospital's grievance process.
- This Patient Rights document incorporates the requirements of the Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section

Ask your doctor or nurse what to expect regarding pain and pain management,

Discuss pain relief options with your doctors and nurses,

Work with your doctor and nurse to develop a pain management plan,

Ask for pain relief when pain first begins,

Help your doctor and nurse assess your pain,

Tell your doctor or nurse if your pain is not relieved, and

Tell your doctor or nurse about any worries you have about taking pain medication.

You must provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health. Report unexpected changes in your condition to the responsible practitioner. Patients are responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them.

Follow the treatment plan recommended by the practitioner primarily responsible for your care. This includes following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments, and for notifying the practitioner or the hospital when they are unable to do so.

Please understand you are responsible for your decisions and actions, including refusing treatment or not following the practitioner's instructions. Chinese Hospital advises you to discuss or clarify any concerns or issues with your caregivers.

Patients and visitors are responsible for following hospital rules and regulations regarding patient care and conduct. Patients and visitors are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise, smoking, and the number of visitors.

Patients are responsible for being respectful of the property of other persons and of the hospital. Chinese Hospital supports the patient's right to participate in decision making regarding medical care, including the right to refuse treatment, including life-sustaining treatment. You may provide oral or written individual healthcare instructions and/or appoint an agent to make healthcare decisions through a Power of Attorney for Healthcare. It is the patient's or

surrogate decision maker's responsibility to provide a copy of the Advance Health Care Directive to the hospital so that it can be placed in the medical record. If you would like more information, ask your doctor, nurse or social worker, or call "California Health Decisions" at 1-714-647-4920. Chinese Hospital shall respect the patient's Advance Health Care Directive (Directive to Physician or Durable Power of Attorney for Health Care) authorizing another person to make health care decisions on behalf of the patient.

The hospital does not condition the provision of care or otherwise discriminate against anyone based on whether or not an Advance Health Care Directive has been executed. Chinese Hospital complies with applicable state and federal civil rights laws and does not discriminate, exclude people or treat them differently because of age, sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.

Full Notice of Nondiscrimination in English