



POLICY/PROCEDURE

FACILITY: LHN
DEPT NO: 8630
POLICY NO: P-5
DEPARTMENT: MISSION INTEGRATION
TITLE: PATIENT RIGHTS AND RESPONSIBILITIES

STANDARD:

To establish a standard of practice to outline a patient's rights and responsibilities.

POLICY:

Lourdes Health Network (LHN), a member of Ascension Health responds to the health care needs of the community in a Christian spirit. Respect for life, support of individual dignity, and pursuit of patient well being are Christian values central to the mission of LHN. The mission of LHN is an extension of the healing ministry of Jesus.

Consistent with LHN's corporate obligations, policies and its moral and religious beliefs, and in keeping with the values and principles inherent in the medical-moral teachings of the Catholic Church as promulgated by the National Conference of Catholic Bishops and the local Ordinary under which this institution operates, care, treatment, and services are provided in a way that respects and fosters dignity, autonomy, positive self regard, civil rights, and involvement of patients. Patients receive a copy of their Rights and Responsibilities upon admission.

As a patient you have the right:

- to be treated in a dignified manner supportive and respectful of your cultural and personal values, beliefs and preferences, and have access to your religious and other spiritual services, including spiritual care from Lourdes Pastoral Care Department.
- to privacy, confidentiality, security, and communication. If communication restrictions are necessary for patient care and safety, Lourdes will document and explain the restrictions to you and your family.
- to effective communication, receiving information in a manner you understand tailored to your age, language, and ability (vision, speech, hearing, or cognitive) including language interpretation and translation services free of charge.
- to pain management.
- to access, request amendment to, and obtain information on your health information in accordance with law and regulation.
- to allow a family member, friend or other individual to be present for emotional support during the course of your stay. The presence of a support individual is of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- to be protected from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- to participate in decisions about your medically necessary care, treatment and services, agree to the care, and have the right to have your own physician promptly notified of your admission to the hospital.

Original Effective Date: 5/79
Original Dept .Board of Directors/Mission Dept
Approved By: Nursing P&P Cmt: 12/91
Board of Directors/REH: 4/92
Medical Staff: 4/92
Date of Revisions: 2/11; 3/16

Supersedes:
Date of Reviews:
Administration: 2/96;11/99;5/80;5/81;3/82;5/83;12/84, 12/85, 11/89
2/95; 4/02; 7/04; 2/11
Ethics Cmt: 12/96; 9/99; 4/02;7/05; 3/06, 2/07, 6/07, 1/08, 3/09; 6/10; 6/13



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Ethics Committee 4/02; 6/04; 3/06, 6/07, 1/08, 3/09; 6/10

MEC: 9/05

- to give or withhold informed consent considering your needs and preferences, compliance with law and regulation, the Ethical and Religious Directives, and your educational needs, which helps you, your family members, or your surrogate decision-maker participate fully in decisions about your care, treatment and services. Information will include potential benefits, risks and side effects of your proposed care, treatment and services, reasonable alternatives, the likelihood of achieving your goals, and any potential problems that might occur during your recuperation. Lourdes respects your right to refuse care, treatment and services in accordance with law and regulations and the Ethical and Religious Directives.
- to be informed by the person managing your care about unanticipated outcomes of care, treatment, and services.
- to receive information in writing which respects your right to refuse care, treatment, and services in accordance with law and regulations. If you are unable to make decisions the hospital involves your surrogate decision-maker.
- to an informed consent process which includes a discussion about any circumstances under which information about you must be disclosed or reported.
- to give or withhold informed consent to produce or use recordings, films, or other images of you for purposes other than your care.
- to receive information on research, investigation, and clinical trials including how this is authorized, how informed consent is achieved, and providing information that your refusal to participate will not jeopardize access to unrelated care, treatment or services.
- to know the name of all care providers who have primary responsibility for your care, treatment and services.
- to written information on Advance Directives from Chaplains or other staff members. Lourdes honors your right to formulate, review or revise your Advance Directives. Your end of life wishes, including no resuscitation or life-sustaining treatments, will be honored and implemented to the extent permitted by law and within the guidelines of the Ethical and Religious Directives for Catholic Health Care Services. The existence or lack of an advance directive does not determine your right to access care, treatment or services.
- to donate organs and other tissues with medical input, including direction by family or surrogate decision makers within Lourdes capabilities and in accordance with law and regulation.
- to be free from neglect, exploitation and verbal, mental, physical and sexual abuse while receiving care, treatment and services. Lourdes Health Network timely evaluates and resolves all allegations, observations and suspected cases of neglect, exploitation, and abuse including reporting to authorities as required by law.
- to an environment that preserves dignity and contributes to a positive self image. You have access to telephone and mail services, as possible.
- to be free from restraints that are not medically necessary.
- to share concerns and complaints regarding your care and treatment without fear of coercion, discrimination, reprisal, or unreasonable interruption of care and expect a timely resolution.
- to access protective and advocacy services. Lists of resources are available from Lourdes Case Managers.



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As a patient you have the responsibility:

- to provide complete and accurate information to your healthcare providers that facilitate your care, treatment, and services.
- to ask questions or acknowledge when you do not understand the treatment course or care decision.
- to cooperate in the treatment program when mutually agreed upon by you and your physician.
- to bring to the attention of your caregivers those occasions when you perceive your rights as a patient are not being respected.
- to follow instructions, policies, rules, and regulations in place to support quality care for you and a safe environment for all individuals in the hospital.
- to respect the rights of other patients and hospital personnel, being considerate and respectful, maintaining civil language and conduct.
- to assist in the control of noise and the number of visitors, as well as being respectful of the property of others.
- to observe posted safety rules. Lourdes Health Network facilities are smoke-free.
- to assure that your financial obligations for your healthcare are fulfilled as promptly as possible.

For assistance in dealing with ethical issues and concerns, please call the Administration Office at (509) 543-2483, or you may call Lourdes Comment Line: (509) 546-2256.

Note: Lourdes Health Network is committed to the fundamental values of respect for the sacredness of life, and compassionate care of dying and vulnerable persons. Lourdes Health Network does not participate nor in any way assist with physician-assisted suicide on any Lourdes Health Network campus.