

DREW MEMORIAL HOSPITAL

Policy and Procedure

Subject: Patient Rights/Admissions Policy

Effective: July 2000

Revised: August 2012

Policy Owner: Administration

Type of Policy: Organizational

Policy Distribution: Administrative Manual

Purpose: To inform each patient, or when appropriate, the patient's representative (as allowed under State law), of the patient's rights, in advance of admitting or discontinuing patient care whenever possible.

Policy

Patients will be admitted and treated without discrimination as regards to race, color, national origin, religion, sex or handicap. Patients have the right to efficient, effective care and courtesy; a safe and desirable environment; respectful consideration of their own religious beliefs; protection of dignity, privacy and sense of security; considerate treatment of their visitors; and fair charges related to the cost of services which they receive.

In accordance with the Mission of Drew Memorial Hospital, the Patient Self-Determination Act and Arkansas State Law, Drew Memorial will provide written notice of the patient's rights and the grievance process upon registration for inpatient or outpatient medical treatment. Information will address an individual's right to make decisions in all areas as described in detail below.

All patients have the following rights:

- **right** to access of treatment and/or accommodations that are available or medically necessary, regardless of race, creed, sex, national origin or source of payment for care.
- **right** to formulate an Advanced Directive and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- **right** to a timely notice of non-coverage of their hospital stay.
- **right** to have an interpreter provided if your language is other than English, and alternative communication techniques or aides for those who are deaf or blind.
- **right** to file a grievance and have it addressed in a timely, reasonable and consistent manner. You have the right to be informed in writing about the resolution of your grievance. If desired, you have the right to file a grievance directly with the State Department of Health (by calling 501-661-2201 or writing to 4815 West Markham, Little Rock, AR, 72205-3867) or with AFMC - the Peer Review Organization in AR – (by calling 800-272-5528 Ext. 772 or by fax to 479-649-0004 or by sending your request in writing to AFMC, P.O. Box 180001, Fort Smith, AR 72918-

0001). For more information, call the Drew Memorial patient representative at Ext. 578 or 870-367-2411, Ext. 578

- **right** to participate in the development and implementation of your plan of care.
- **right** to make informed decisions about your care.
- **right** to be informed of your health status.
- **right** to be informed about your prognosis.
- **right** to be involved in care planning and treatment, including pain management.
- **right** to refuse or to request treatment.
- **right** to have a family member or representative of your choice and your physician notified promptly of your admission to the hospital.
- **right** to personal privacy.
- **right** to be treated with dignity and respect.
- **right** to know the identity and professional status of all individuals who provide your care, and you have the right to know who is responsible for authorizing and performing medical procedures or treatments ordered for you.
- **right** to receive care in a setting reasonable safe from the environmental, infection, and security hazards.
- **right** to be free from all forms of abuse, neglect, or harassment.
- **right** to confidentiality and privacy of clinical records and health information.
- **right** to access information contained in your clinical records within a reasonable time frame with the following exceptions: harm would be caused to another person, your life, well-being, or physical safety would be endangered, or a promise of confidentiality would be violated.
- **right** to be free of seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation.
- **right** to receive an itemized bill of hospital charges regardless of the source of payment.