

PATIENT'S STATEMENT OF RIGHTS AND RESPONSIBILITIES

Being a good patient does not mean being a silent one. If you have questions, problems, safety concerns, or unmet needs, please let us know. If you would like further clarification of the "Patient Rights and Responsibilities" as they pertain to you, or would like more information regarding our complaint and/or grievance process please contact the applicable facility as listed below.

Patient Rights

1. A patient has the right to respectful care given by competent personnel.
2. A patient has the right, to know the name of his attending physician, the names of all other physicians taking care of him and the names and duties of other health care persons having direct contact with the patient.
3. A patient has the right of his privacy concerning his medical care program. Care plan discussion, consultation, examination, and treatment are considered confidential and shall be conducted in a manner honoring the patient's privacy.
4. A patient has the right to have all records created as part of his medical care treated as confidential except if a law or contract provides for release of all or some of those records.
5. A patient has the right to know what hospital rules and regulations apply to his visit as a patient.
6. The patient has the right to expect emergency procedures to be provided without unnecessary delay.
7. The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
8. The patient has the right to full information in layman's terms, concerning his diagnosis, treatment, and prognosis, including information about alternative treatments and possible complications. When it is decided that it is best that the patient not have such information, the information shall be given on his behalf to the patient's next of kin or other appropriate person.
9. Except for life threatening emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
10. A patient or, in the event the patient is unable to give informed consent, a legally responsible person has the right to be advised when a doctor is considering the patient for a research program or donor program, and the patient, or legally responsible person must give informed consent prior to any participation in such a program. A patient, or legally responsible person, may, **at any time**, refuse to continue in any such program.
11. A patient has the right to refuse drugs, treatment or any procedure offered by the hospital, unless court ordered and a doctor shall inform the patient of what may happen if the patient refuses the drugs, treatment or procedure(s).

12. A patient has the right to help in getting another physician to speak to at the patient's request and own expense.
13. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, National origin or source of payment.
14. The patient who does not speak English should have access, where possible, to an interpreter.
15. The hospital shall provide the patient, or patient representative, upon request, access to all information in his medical records, unless access is specifically not allowed by the physician for medical reasons.
16. The patient has the right to expect good time management to be implemented within the hospital considering effective use of time of the patient and avoid personal discomfort of the patient.
17. When medically allowed, a patient may be transferred to another facility only after he or his next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.
18. The patient has the right to examine and receive a detailed explanation of his bill.
19. The patient has a right to full information and counseling on the availability of known financial resources for his health care.
20. A patient has the right to expect the health care facility will provide a mechanism whereby he is informed upon discharge of his continuing health care requirements following discharge and the means for meeting them.
21. A patient cannot be denied the right of access to an individual or agency who is authorized to act on his behalf to assert or protect the rights set out in this section.
22. A patient has the right to be informed of his rights at the earliest possible moment in the course of his hospitalization.
23. A patient has the right to participate in his or her plan of care.
24. A patient or his or her representative has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment as allowed under applicable law and regulation. This right must not be understood as a way to demand treatment or services not medically necessary or appropriate.
25. A patient has the right to create advance directives and, if transferred to a hospital, to request that the hospital staff and care providers in the hospital comply with these directives in accord with federal laws.
26. A patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
27. A patient has the right to receive care in a safe setting.

28. A patient has the right to access information in his or her clinical records within a reasonable time frame, according to law or regulation.
29. A patient has the right to be free from restraints of any form for acute medical and surgical care that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
30. A patient has the right to be informed of unanticipated outcomes during his or her care.
31. A patient has the right to be free from seclusion and restraints of any form for behavioral management imposed as a means of coercion, discipline, convenience or retaliation by staff.
32. A patient has the right to prompt resolution of complaints and/or grievances from either the patient and his or her family.
33. A patient has the right to an environment that provides dignity and assists in promoting positive self image.
34. A patient has the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation or harassment.
35. A patient has the right to access protective and advocacy services.
36. A patient has the right and need for effective communication.
37. A patient has the right to appropriate assessment and management of pain.
38. A patient has a right to have his or her cultural, psychosocial, spiritual and personal values, beliefs and preferences respected.
39. A patient has the right to access, request changes to, and receive an accounting of disclosures regarding his or her own protected health information as permitted by law.
40. A patient has the right to voice complaints regarding his or her care, to have those complaints reviewed and when possible, resolved.
41. A patient's medical record is used only for the purposes of treatment, payment and healthcare operations except as otherwise required or allowed by law. A patient is allowed access to information in the medical record, following facility procedures, unless such access to the medical record is restricted by the doctor for medical reasons or is prohibited by law. Patient records will only be used or disclosed as referenced in our **Notice of Privacy Practices**.
42. The privacy of a patient's protected health information will be maintained as required by law. A patient has the right to receive the applicable Notice of Privacy Practices brochure indicating facility privacy practices with respect to a patient's protected health information on a patient's First contact on or after April 14, 2003 and when such brochure is materially changed. To receive a copy, please contact any of our employees.

Patient Responsibilities

A Patient has the responsibility to....

- Give information about present and past illnesses, hospitalizations, medications and other matters relating to your health history.
- Have members of your family authorized to review your treatment, if you are unable to communicate with doctors or nurses.
- Create an advanced directive and appoint a decision maker to make healthcare decisions on your behalf, to the extent allowed by the law.
- Ask questions if you do not understand directions or procedures.
- Help your doctor, nurse, and healthcare support staff in their efforts to care for you by following their instructions and medical orders.
- Report safety concerns immediately to your doctor, nurse, or any healthcare support staff.
- Ask of pain relief when pain first begins and tell your doctor or nurse if your pain is not relieved.
- Avoid drugs, alcoholic beverages or toxic substances, which have not been administered by your doctor.
- Accept medical consequences if you do not follow the care, service, or treatment plan provided to you.
- Help control noise and the number of visitors in your room (or exam room, if you are an outpatient).
- Respect the property of other people and of the facility.
- Use the call light provided for your safety.
- Be considerate of other patients.
- Sign a written form stating that you have received and read the applicable Notice of Privacy Practices.
- Provide accurate information needed for processing your insurance coverage.
- Be responsible for payment of all services, either through your third party payers (insurance company) or by personally making all payments for any service that are not covered by your insurance policy (s) including second opinions or consultations.

You, or a representative of your choice, also have the right to speak to any state survey agency, without interference. The contact information is as follows:

COMPLAINTS

Please contact us if you have a question or concern about your rights or responsibilities. You can ask any of our staff to help you contact the Administrative Director at the hospital. Or, you can call (985) 853-1390.

We want to provide you with excellent service, including answering your questions and responding to your concerns.

You may also choose to contact the licensing agency of the state,
Department of Health & Hospitals, Health Standards Section
P.O. Box 3767, Baton Rouge, LA 70821
(225) 342-6429

If you are covered by Medicare, you may choose to contact the Medicare Ombudsman at 1-800-MEDICARE (1-800-633-4227) or on line at <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>. The role of the Medicare Beneficiary Ombudsman is to ensure that Medicare beneficiaries receive the information and help you need to understand your Medicare options and to apply your Medicare rights and protections.