

PATIENT RIGHTS & RESPONSIBILITIES

At Fitzgibbon Hospital our goal is to provide excellent health care to every patient. We want to encourage you, as a patient, to take part in your treatment choices, and to be well informed and involved in your care. We want you to know your rights as well as your responsibilities during your stay at our hospital.

Your Rights

1. You have the right to receive considerate, respectful and compassionate care in a safe setting regardless of your age, *gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sex, sex stereotyping, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.*
2. You have the right to have a family member or designated representative and your own doctor notified promptly of your admission to the hospital.
3. You have the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to deny visitation at any time.
4. You can expect full consideration of your privacy and confidentiality in care discussions, exams, and treatments.
5. You or your designated representative can expect that all communication and records about your care are confidential, unless disclosure is permitted by law. You have the right to see or receive a copy of your medical records within a reasonable timeframe and at a reasonable copy fee. You have a right to request a list of people to whom your personal health information was disclosed.
6. You or your designated representative have the right to participate in decisions about your care, your treatment, diagnosis, and possible prognosis, the benefits and risks of treatment, the expected outcome of treatment and unexpected outcomes and services provided.
7. You or your designated representative have the right to refuse treatment and leave the hospital even if your physician advises against it to the extent permitted by law.
8. You or your designated representative have the right to request a discharge planning evaluation and to be involved in your discharge planning, including being informed of service options that are available to the patient and a choice of agencies which provide the service.
9. You have the right to be told in a timely manner of your discharge, transfer to another facility, or transfer to another level of care. Prior to your discharge, you can expect to receive information about follow-up care that you may need.
10. You have the right to have your pain assessed and to be involved in decisions about treating your pain.
11. You have the right to be free from restraints and seclusion in any form that is not medically required.
12. You have the right to receive care in a place where you feel safe. This includes the right to be free from all forms of abuse, harassment, neglect and avoidable harm.
13. You have the right to protective oversight while a patient in the hospital.
14. You have the right to make an advance directive and appoint someone to make health care decisions for you if you are unable to the extent permitted by law and in accordance with hospital policy. If you do not have an advance directive, we can provide you with information and help you complete one.
15. You have the right to communication that you can understand. Fitzgibbon Hospital will provide sign language and foreign language interpreters as needed at no cost. If you have vision, speech, hearing and/or other impairments, you will receive additional aids to ensure your care needs are met.
16. You have the right to be advised if the hospital proposes to engage in research, investigation, or clinical trials affecting your care or

treatment. You have the right to refuse to participate in such research or clinical trials.

17. If you or a family member needs to discuss an ethical issue related to your care, you may request an Ethics Consult with the Hospital Ethics Committee by asking any direct care staff member to contact them for you.
18. You have the right to voice your concerns about the care you receive. You may discuss your concerns with the Corporate Compliance Officer/designee at (660) 831-3767 (7:30 a.m. to 4 p.m., Monday through Friday). The Clinical Care Coordinator is available after hours and on weekends.

19. If you prefer to discuss your concerns with someone other than staff, you may contact:

Missouri Dept. of Health & Senior Services
 Bureau of Health Services Regulation
 P.O. Box 570
 Jefferson City, MO 65102-0570
 8 am to 5 pm: (573) 751-6303
 After Hours: Adult Abuse Hotline
 1-800-392-0210

and/or

Secretary of the U.S. Dept. of Health and Human Services at 1-877-696-6775

Your Responsibilities

1. You are responsible to provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier and employer when it is required.
2. You are responsible to provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
3. You are responsible for participating in your plan of care and decision-making regarding your treatment.
4. You are responsible for informing hospital staff regarding any questions or concerns about your care, treatment, or safety.
5. You are responsible for participating and asking questions about your discharge plans.
6. You are responsible to actively participate in your pain management plan and to keep your doctors and nurses informed of the effectiveness of your treatment. (A hospital-wide pain scale of 0 to 10 is being utilized, with 0 = no pain to 10 = worst possible pain.)
7. You are responsible to ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment and service plan.
8. You are responsible for providing the hospital a copy of your Advance Directive(s) when you have one. When you are unable to provide it, your guardian and/or family is responsible for ensuring that the hospital has a copy of your current Advance Directive(s).
9. You are responsible to treat all hospital staff, other patients and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
10. You are asked to please leave valuables at home and bring only necessary items for your hospital stay.
11. You are responsible for understanding the treatments and providers your health insurance covers.
12. You are responsible for providing complete and accurate information about your health insurance coverage and to pay your bills in a timely manner. If you have questions or need financial assistance with your medical bills please contact Patient Accounts at (660) 831-3730 to assist you.
13. You are responsible for keeping appointments, being on time and to call your doctor if you cannot keep your appointments.
14. You are responsible for following hospital rules, regulations and precautions.
15. You are responsible for notifying hospital staff before leaving a patient care area.

Visitor Policy

- As a patient at Fitzgibbon Hospital you have the right to designate who may or may not visit you during your hospital stay. If you are unable to make this decision for yourself, your designated representative will act on your behalf.
- Visitors that you designate will not be denied visitation privileges based on race, color, national origin, religion, sex, sexual orientation, gender or disability. Designated visitors not legally related to you by marriage or blood will have the same visiting privileges as your immediate family members.
- Fitzgibbon Hospital does not have visiting hours. However, to assure a safe environment, the doors will be locked at 9:00 p.m. Visitors staying past or arriving after 8:30 p.m. are to log in at the Patient Registration desk. They will be given a "Visitor's Pass" which they are to wear for security purposes.
- Visitors may be restricted or limited depending on your condition and/or care requirements. Visitors may also be asked to leave if they display disruptive behavior that presents a threat to you, other patients or staff.
- During times of potential epidemics, such as flu or other infectious disease, all visiting may be restricted.
- Restrictions related to specific care areas, such as the Intensive Care Unit (ICU), Women's Center (OB) or the Behavioral Health Unit (BHU), will be explained by your nursing staff.

Advance Directives

Advance Directives are specific directions, prepared in "advance," that are used to "direct" an individual's medical care if he or she becomes unable to do so in the future. Creation of an Advance Directive is an important step to ensuring the patient's treatment wishes are known and implemented.

Our social workers offer education regarding Advance Directives (such as a Living Will, a Durable Power of Attorney for Healthcare and a Healthcare Directive). Our staff will explain the use of these documents and how they are different, and answer any questions you have. Anyone may request this service — you need not be a patient or family member — and Advance Directive forms are free of charge to the public. For a copy, please contact us at (660) 886-7431.

Upon request by an individual, Fitzgibbon Hospital will keep a copy of Advance Directives in the patient record of anyone who has a medical record at Fitzgibbon.

Durable Power of Attorney (DPOA) for Healthcare / Healthcare Directive Clinic

A hospital representative will be available to answer questions and/or assist you in completing your Advance Directive, free of charge. No appointment is necessary.

Date: Every 3rd Wednesday of the Month
 Time: 2 – 3:30 p.m.
 Location: Fitzgibbon Hospital Cafeteria

What is a DPOA for Healthcare? Completion of a DPOA allows you to appoint someone you trust to make medical decisions for you at the time you are unable to do so.

What is a Healthcare Directive? The Healthcare Directive provides the individual(s) appointed a guide to what medical/life-prolonging procedures you would want at the time you are considered terminal and unable to make your own decisions.