

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES

Approved by the Joint Commission on Accreditation of Healthcare Organization in 1991 with amendments in 2005.

The basic rights of human beings for independence of expression, decision, action and concern for personal dignity and human relationships are always of great importance. During sickness, however, the presence or absence of these rights becomes a vital, deciding factor in survival and recovery. Thus, it becomes a prime responsibility for hospitals to endeavor to assure that these rights are preserved for their patients.

If, at any time, you believe your rights are being compromised, please bring it to the attention of your care provider, or ask to talk with a Patient Representative.

PATIENTS' RIGHTS

The patients' rights are to be supported by all medical treatment facility (MTF) and all dental treatment facility (DTF) personnel and should become an integral part of the healing process. These patients' rights include:

Medical and/or Dental Care: The patient has the right to quality care and treatment consistent with available resources and generally accepted standards. The patient has the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of his or her refusal.

Respectful Treatment: The patient has the right to considerate and respectful care. Patients have a right to an environment that preserves dignity and contributes to positive self-image.

Privacy and Confidentiality: The patient has the right, within law and military regulations, to privacy, confidentiality, and security concerning medical care.

Identity: The patient has the right to know, at all times, the identity, professional status, and professional credentials of health care personnel, as well as the name of the health care provider primarily responsible for their care.

Explanation of Care: The patient has the right to receive information in a manner that he or she understands. The patient has the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms the patient can be expected to understand. Patients and when appropriate families are informed about the outcomes of care, treatment, and services that have been provided including unanticipated outcomes. Patients and families, as appropriate, must ask questions when they do not understand their care, treatment, and service or what they are expected to do. When it is not medically advisable to give such information to the patient, the information should be provided to appropriate family members or, in the absence, another appropriate person.

Pain Assessment and Management: Patients have the right to pain management. The patient has the right to receive appropriate pain assessment and pain management and to know that all reports of pain will be taken seriously and responded to by our healthcare professionals in a quick and caring manner.

Informed Consent: Patients are involved in decisions about care, treatment, and services provided. The patient has the right to be informed in non-clinical terms on information needed in order to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatments available. Consent is obtained for recording or filming made for purposes other than identification, diagnosis or treatment of the patient. Patients and, when appropriate, their families are informed about the outcomes of care, treatment, and services, including unanticipated outcomes.

Research Projects: The patient has the right to be advised if the facility proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects. Refusal to participate or discontinuing participation at any time will not compromise their access to care, treatment and services.

Safe Environment: The patient has the right to care and treatment in a safe environment. Patients have the right to be free from mental, physical, sexual, and verbal neglect, and exploitation. Patients have the right to access protective and advocacy services.

Advanced Directives: Patients are given information, in accordance with law and regulation, about their right to accept or refuse medical or surgical treatment, including forgoing or withdrawing life sustaining treatment or withholding resuscitative services.

Resolution of Complaints: The patient has the responsibility for helping the MTF or DTF Commander provide the best possible care to all beneficiaries. Patients' recommendations, questions, or complaints should be reported to the unit's patient advocate representative. Patients can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.

MTF or DTF Rules and Regulations. The patient has the right to be informed of the facilities' rules and regulations that relate to patient or visitor conduct. The patient should be informed about smoking rules and should expect compliance with those rules from other individuals. Patients are entitled to information about the MTF or DTF mechanisms for the initiation, review, and resolution of patient complaints.

PATIENTS' RESPONSIBILITIES

Providing quality health care is a complex task that requires close cooperation between patients and health facility personnel. Patients can take responsibility for their care by helping the medical/dental team give the best possible care. These patient responsibilities include:

Providing Information: The patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. The patient has the responsibility to let their primary health care provider know whether they understand the treatment and what is expected of them.

Respect and Consideration: The patient has the responsibility for being considerate of the hospital's staff and property, as well as other patients and their property.

Compliance with Medical and/or Dental Care: Patient's and their families have the responsibility to follow the care, treatment, and service plan developed and recommended by health care providers. This includes keeping appointments on time and notifying the MTF or DTF when appointments cannot be kept. Patients should express any concerns about their ability to follow the proposed care plan or course of care, treatment, and services. Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

Pain Management: The patient has the responsibility to ask their provider what to expect regarding pain and pain management, discuss pain relief options with their provider, and work with their provider to develop a pain management plan and to ask for pain relief when the pain first begins.

Medical Records: All medical records documenting care provided by any MTF or DTF are the property of the U.S. Government. As such patients are not allowed to hand-carry their medical records.

MTF or DTF Rules and Regulations: The patient has the responsibility for following the MTF or DTF rules and regulations affecting patient care and conduct. All patients should follow regulations regarding smoking.