



Skilled Healthcare Close to Home

PATIENT RIGHTS AND RESPONSIBILITIES

While a patient at Beatrice Community Hospital and Health Center, you have rights, privileges and responsibilities

You have the right to:

- * Be informed about your rights as a hospital patient in consenting or discontinuing treatment whenever possible. If recommended treatment is refused, you will receive other needed and available care.
- * Receive care that is respectful of your physical, psychological, cultural, personal values, beliefs, spiritual and family needs in an environment that is safe, healthful and preserves dignity.
- * Be free from all forms of abuse or harassment.
- * Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
- * Obtain complete information from your physician about your health status, diagnosis, treatment options and prognosis in terms you can understand in order to make informed decisions.
- * Participate in the development and implementation of your plan of care and treatment.
- * Know by name and specialty the caregivers and physicians primarily responsible for your care.
- * Request treatment that is medically appropriate or to refuse medical treatment to the extent permitted by law. If recommended treatment is refused, you will receive other needed and available care.
- * Expect that the hospital will provide necessary health services to the best of its capability or facilitate referral or transfer.
- * Refuse participation in experimental treatment or research without negative effects to your hospitalization.
- * Access information contained in your clinical record within a reasonable time. There is a charge for copies.
- * Be informed about the business relationships between BCHHC and other health care providers or payers that may influence your treatment and care.
- * Have appropriate assessment and management of your pain and be involved in decisions regarding your pain management.
- * Personal privacy, including the right to have your medical information kept confidential.
- * Access to the private use of a telephone and to send and receive mail.
- * Visits and communication with the people you choose.
- * The assistance of protective services.

- * Formulate advance directives and have hospital staff and practitioners who provide care comply with your advance directive.
- * Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- * Receive discharge planning prior to your dismissal including information on options when you no longer need hospital care.
- * Know the financial implications of your treatment choices and to have your bill and available payment methods explained.
- * File a patient complaint or grievance by contacting the hospital Social Services Director who can help resolve problems and questions at 402-223-7279.
- * The prompt resolution of a grievance by the hospital. The patient will have written response within seven days of receipt of grievance.
- * File a patient grievance with the Nebraska Health and Human Services System at 402-471-4970 and/or to the Quality Improvement Organization to express concerns about quality care issues, coverage decisions or to appeal a premature discharge at 402-476-1399. If not resolved, a patient grievance may be filed with the Joint Commission on Accreditation of Healthcare Organizations by calling 1-800-994-6610 weekdays from 8:30 a.m. to 5:00 p.m. Central time or by e-mailing complaint@jcaho.org.
- * Treatment without regard to race, color, creed, national origin, disability, veteran status, sex or age.

PATIENT RESPONSIBILITIES

As a patient you are responsible to BCHHC, its staff and physicians for:

- * Providing accurate and complete information about current illnesses, any pain or discomfort, past complaints, hospitalizations, medications and other matters relating to your health.
- * Providing a copy of your written advance directives or asking a hospital staff member if you would like more information about advance directives.
- * Notifying staff if you don't clearly understand the planned treatment and procedures or what is expected of you.
- * Reporting perceived risks in your care or unexpected changes in your condition.
- * Following the treatment plan developed with your health care provider unless you choose to decline treatment.
- * Accepting responsibility for the outcome if you refuse treatment or do not follow the health care provider's instructions and proposed course of treatment.
- * Provide information for insurance and for working with the hospital to arrange payment as soon as possible following discharge.
- * Recognize the effect of lifestyle on your personal health.
- * Reading this Patient Guide information or requesting it be read to you.
- * Asking questions about those parts you do not understand.
- * Abide by hospital rules and regulations affecting patient care and conduct and be considerate of the rights of other patients and hospital personnel.
- * Keeping your personal belongings in a safe place; the hospital is not responsible for replacing lost or broken items

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