



MERITAS HEALTH CORPORATION

CATEGORY: Model Policy	POLICY TITLE: Patient Rights and Responsibilities
DEPARTMENT: Organizational Integrity	PAGE: 1 OF: 6
EFFECTIVE DATE: 12/15/2017	SECTION: Compliance

Purpose: Meritas Health has a Patient Bill of Rights and Responsibilities to help establish mutual understanding between patients and staff. This document further affirms Meritas' commitment to provide courteous, respectful care for all patients. If a patient is unable to exercise these rights, their legally authorized representative will be contacted or consulted.

Audience: This information is intended for all Meritas patients, physicians and employees.

Policy: Patients will be informed of their rights when they present themselves for care at Meritas through a Patient Bill of Rights posted on the Meritas Health website. Patient rights are reviewed as appropriate should the patient express concerns during their course of treatment.

Patient Rights (Access to Care)

You have the right to:

- Receive impartial medical treatment and care regardless of age; race; ethnicity; religion; creed; culture; language; physical or mental disability; socioeconomic status; payment sources; sex; sexual orientation; gender identity or expression; or communicable disease such as, but not limited to, HIV, MRSA and Hepatitis B.
- Care that meets the current standards of practice.

Patient Rights (Information)

You have the right to:

- Receive a copy of the Patient Rights in writing.
- Access, inspect and receive copies of your health information in a reasonable time frame.
- Receive an accounting of certain disclosures of your medical record.
- Request restricted access to your health information. Meritas Health will attempt to grant all reasonable requests.
- Know the identity and professional status of individuals providing your care.

- Sufficient information to enable you to give informed consent prior to any procedure or treatment.
- Complete and current information concerning your diagnosis (to the degree known), treatment, and any known prognosis in terms you can reasonably be expected to understand.
- Be informed by the practitioner responsible for your care of any continuing healthcare requirements following discharge.

Patient Rights (Personal Safety)

Everyone has a role in making healthcare safe. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your healthcare team.

You have the right to:

- Expect care that is considerate and respectful of your personal values and beliefs.
- Receive care in a safe setting free from abuse or harassment.
- Be free from restraints and seclusion of any form that are not medically necessary.
- Speak up if you have questions or concerns, or don't understand something about your care.

Patient Rights (Ethics)

You have the right to:

- Receive sensitivity regarding issues related to care at the end-of-life.
- Be informed if your care is to be delivered under the auspice of any clinical training or research program within the institution. You shall receive a description of expected benefits and potential discomforts and risks. You have the right to refuse to participate in any such activity without compromise to access of services.

Patient Rights (Billing Process)

You have the right to:

- An itemized and detailed explanation of your bill, the right to inquire about financial assistance in paying your bill, and the right to inquire about assistance in filing any insurance claims.

- Timely notice prior to termination of your eligibility for reimbursement by any third-party payer for the cost of your care.

Patient Rights (Customer Service)

You have the right to:

- Receive information about Meritas' mechanism for the initiation, review and resolution of patient concerns.
- You have the right to lodge a grievance with any state agency directly, regardless of whether you have first contacted Meritas to resolve your concern.

Patient Rights (Autonomy/Decision Making)

You have the right to:

- Be involved in the development and implementation of your plan of care, including issues of pain management.
- Request of refuse treatment to the extent permitted by law.
- Not be subjected to any procedure without your voluntary, competent, information consent, or the consent of your legally authorized representative. You will be informed when medically significant alternatives for care or treatment exist.
- Request a consult with a specialist at your expense.
- Describe your pain with the expectation that the description will be accepted as a true indicator of your pain and that interventions will be initiated to bring the pain to your comfort function goal.
- Create an Advanced Directive, such as a Living Will or Durable Power of Attorney for Healthcare. These documents express your choices about care or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, a copy should be provided to Meritas. Staff and practitioners who provide care will comply with Advance Directives.
- Appoint a representative, through the designation of a Durable Power of Attorney or by notifying your care team of your selection, who can be involved in the development and implementation of your plan or care and may consent for treatment on your behalf if you cannot speak for yourself.

Patient Rights (Transfer and Continuity of Care)

You have the right to:

- Receive a complete explanation of the need to transfer your care to another health care provider.
- Request a transfer of care to another health care provider of your choice.

Patient Rights (Newborn, Child, or Adolescent Patients)

The patient who is a newborn, child, or adolescent has the right to:

- Have his/her family/guardian involved in his/her assessment, treatment, and continuing care.
- Have his/her family/guardian receive aid in coping with illnesses that are particularly traumatic because of their duration, severity, or effect on the patient's physical or psychological development.
- Be cared for in a physical environment designed to encourage its use and provide comfort, safety and security with furniture and equipment appropriate to age, size and developmental needs.
- Have provision made in the social environment for activities appropriate to his/her age, development and peer and group interaction.
- Have provision made for appropriate educational services when treatment necessitates significant absence from school.
- Have needed services provided directly or through referral, consultation or contractual arrangements and/or agreements.
- Have continuity of care when transferred from one setting to another through assessment of the need for continuing treatment, continuing education and support for normal development.
- Availability of a mechanism by which his/her family/guardian may resolve conflicts concerning his/her care.

Patient Responsibilities

A patient has the responsibility to:

- Provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health.

- Report unexpected changes in his/her condition.
- Make known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
- Follow the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan for care and implement the responsible practitioner's orders, and as they enforce the applicable Meritas rules and regulations.
- Keep appointments and, when he/she is unable to do so for any reason, for notifying the Meritas practice.
- Accept responsibility for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
- To assure that the financial obligations of his/her health are fulfilled as promptly as possible.
- Follow Meritas rules and regulations.
- Comply with the Meritas policy on tobacco usage by not using tobacco products (cigarettes, cigars, chewing tobacco, snuff, pipes, or e-cigarettes) while on Meritas property.
- Be considerate of other patients and Meritas personnel and being respectful of the property of other persons and of the Hospital.
- Speak up if you questions or concerns, or don't understand something about your care.
- Pay attention to the care you are receiving, and ask questions if something doesn't seem right.
- Thoroughly read all medical forms and make sure you understand them before you sign.
- Know what medications you take and why you take them. Ask questions if you aren't sure.
- Tell your doctor and nurses about allergies or negative reactions you have had to medications in the past before you receive a new medication.
- Ask a trusted family member or friend to be your advocate, and make sure this person understands your preference in healthcare treatment decisions.
- Ask about follow-up care and make sure you understand all the instructions before leaving your appointment.

Patient Concerns

We want to know if a patient or patient's representative is displeased with our service so that we may take reasonable steps to address his/her concerns in a timely manner.

All patients are assured that the registering of a concern will not compromise their present or future care.

If a patient or patient's representative has a concern regarding the care or service provided at a Meritas practice, he/she should notify the Practice Manager about the concern. It is our goal to address each concern at the point of service as quickly as possible.

If a patient has a question regarding the charges for Meritas services, he/she may contact the Practice Manager or the Meritas Billing Department at (816) 436-7072.

Effective Date: 12/15/2017

Revision Dates:

Last Review Date: 02/04/22