The Patient Bill of Rights

OU Medical System respects the dignity and pride of each individual we serve. Every patient has the right to have his/her rights respected without regard to age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, 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. Each individual shall be informed of the patient's rights and responsibilities in advance of administering or discontinuing patient care. We adopt and affirm as policy the following rights of patients/clients who receive services from our facilities:

CONSIDERATE AND RESPECTFUL CARE - To receive ethical, high-quality, safe and professional care without discrimination. To be free from all forms of abuse and harassment. To be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment. This includes the right to make treatment decisions. To be provided a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to do so.

INFORMATION REGARDING HEALTH STATUS AND CARE - To be informed of his/her health status in terms that patient can reasonably be expected to understand, and to participate in the development and the implementation of his/her plan of care and treatment. The right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. The right to be informed about any continuing health care requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge. To be informed of risks, benefits and side effects of prescribed medications and treatment modalities, particularly those considered innovative or experimental. To be informed of all appropriate alternative treatment procedures. To be informed of the outcomes of care, treatment and services. To appropriate assessment and management of pain. To be informed if the patient has utilized other health care and/or educational institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.

DECISION MAKING AND NOTIFICATION - To choose a person to be his/her healthcare representative and/or decision maker. The patient may also exercise his/her right to exclude any family members from participating in his/her healthcare decisions. To have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital. To request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. To be included in experimental research only when he or she gives informed, written consent to such participation. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices. To formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives. To leave the healthcare facility against your physician's advice to the extent permitted by law.

ACCESS TO SERVICES - To receive, as soon as possible, the services of a translator and/or interpreter, telecommunications devices, and any other necessary services or devices to facilitate communication between the patient and the hospitals' health care personnel. To bring a service animal into the facility, except where service animals are specifically prohibited pursuant to facility policy (e.g., operating rooms, patient units where a patient is immunosuppressed or in isolation). To pastoral counseling and to take part in religious and/or social activities while in the hospital, unless your doctor thinks these activities are not medically advisable. To safe and sanitary accommodation and a nourishing, well balanced and varied diet. To access people outside the facility by means of verbal and written communication. To have accessibility to facility buildings and grounds. OU Medical System recognizes the Americans with Disabilities Act, a wide-ranging piece of legislation intended to make American society more accessible to people with disabilities. The policy is available upon request. To a prompt and reasonable response to questions and requests for service. To request a discharge planning evaluation.

ACCESS TO MEDICAL RECORDS - To have his/her medical records, including all computerized medical information, kept confidential and to access information within a reasonable time frame. The patient may decide who may receive copies of the records except as required by law. Upon leaving the healthcare facility, patients have the right to obtain copies of their medical records.

ETHICAL DECISIONS - To participate in ethical decisions that may arise in the course of care including but not limited to the resolution of conflict resolution, withdrawal, or cease or resuscitation. To forego or withdraw the withdrawal of life sustaining treatment, and participate in investigational studies or clinical trials. If the healthcare facility or its team decides that the patient's refusal of treatment prevents him/her from receiving appropriate care according to ethical and professional standards, the relationship with the patient may be terminated.

PROTECTIVE SERVICES - To access protective and advocacy services. To be free from restraints of any form that are not medically necessary or are used as a means of discipline, convenience, or retaliation by staff. The patient who receives treatment for mental illness or developmental disability, in addition to the rights listed herein, has the rights provided by any applicable state law. To all legal and constitutional rights as a citizen unless otherwise prescribed by law. To have upon request an impartial review of hazardous treatments or irreversible surgical treatments prior to implementation except in emergency procedures necessary to preserve your life. To an impartial review of alleged violations of patient rights. To expect emergency procedures to be carried out without unnecessary delay. To give consent to a procedure or treatment and to access the information necessary to provide such consent. To not be required to perform work for the facility unless the work is part of the patient's treatment and is done by choice of the patient. To file a complaint with the Department of Health or other quality improvement, accreditation or other certifying bodies if he/she has a concern about patient abuse, neglect, about mistreatment of a patient's property in the facility or other unresolved complaint, patient safety or quality concern.

PAYMENT AND ADMINISTRATION - To examine and receive an explanation of the patient's healthcare facility's bill regardless of source of payment, and may receive upon request a detailed itemized statement of all services, supplies and other charges. A patient who is eligible for Medicare has the right to know, upon request and in advance of treatment, whether the health care provider or health care facility accepts the Medicare assignment rate. To receive, upon request, prior to treatment, a reasonable estimate of charges for medical care. To be informed in writing about the facility policies and procedures for initiation, review and resolution of patient complaints, including the address and telephone number of where complaints may be filed.

ADDITIONAL PATIENT RIGHTS - Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution. To initiate their ownRecords, including the instructions of nurses and other health professionals as they carry out the physician's orders. To keep appointments or notifying the facility or physician when he/she is unable to do so. To be responsible for his/her actions should he/she refuse treatment or not follow his/her physician's orders. To assure that the financial obligations of his/her healthcare care are fulfilled as promptly as possible. To follow facility policies, procedures, rules and regulations. To be considered the rights of other patients and facility personnel. To be respected of his/her personal property and that of other persons in the facility. To help staff to assess pain, request relief promptly, discuss relief options and expectations with caregivers, work with caregivers to develop a pain management plan, tell staff when pain is not relieved, and communicate worries regarding pain medication. To inform the facility of a violation of patient rights or any safety concerns, including perceived risk in his/her care and unexpected changes in his/her condition.

Effective: January 1, 2016

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Patient Bill of Rights and Responsibilities