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 request the facility provide 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 undress.

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 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 any participation in the investigation of new drugs and medical devices. To formulate and participate in the patient’s treatment. The patient may 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 other individual or individuals 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.

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 to request the facility provide 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 undress.

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 such explanation, and information about the availability of known financial resources. 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.

PATIENT’S RIGHT TO COMPLAIN - You have the right to present complaints regarding any area of your hospital stay or care. You can make these complaints, including reporting to regulatory agencies, without fear of retribution or concern that your care will be compromised. We will assist you in resolving any conflicts. We will assist you with filing a complaint with a regulatory agency. To file a complaint, please contact that department’s director. If you would like to bypass the hospital’s complaint system, you may contact Oklahoma State Dept. of Health, Protective Health Services, 1000 NE 10th Street, Oklahoma City, 405-271-6576.

PATIENT RESPONSIBILITIES - The care a patient receives depends partially on the patient himself/herself. Therefore, in addition to the above rights, a patient has certain responsibilities. These should be presented to the patient in the spirit of mutual trust and respect. To provide accurate and complete information concerning his/her health status, medical history, hospitalizations, medications and other matters related to his/her health. To report perceived risks in a patient’s care and unexpected changes in his/her condition to the responsible practitioner. To report comprehension of a contemplated course of action and what is expected of the patient, and to ask questions when there is a lack of understanding. To follow the plan of care established by his/her physician, 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 considerate of the rights of other patients and facility personnel. To be respectful of his/her personal property and that of other persons in the facility. To help staff assist a patient to 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 their condition.

The Patient Bill of Rights ★

Patient Rights and Responsibilities

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 patient/clients who receive services from our facilities:

- To have a family member, chosen representative, and/or other individual or individuals participate in the patient’s treatment.
- To have a family member, chosen representative, and/or other individual or individuals participate in the patient’s treatment.
- To have a family member, chosen representative, and/or other individual or individuals participate in the patient’s treatment.