

Patient Rights & Responsibilities



OakLeaf Surgical Hospital and Medical Staff have adopted the following statement of patient rights. All patients will be offered a copy of the Patient Rights and Responsibilities at each visit. The following statements of patient's rights are not limited to, but include the following:

Become informed of patient rights in advance of, or when discontinuing, the provision of care. A patient may appoint a representative to receive this information if desired.

Exercise these rights without regard to sexual orientation, race, national origin, sex, age, disability cultural, economic, educational, or religious background, or the source of payment for care.

Expect personnel who provide care to be friendly, considerate, respectful, and qualified through education and experience to perform the services, both routine and emergency, for which they are responsible with the highest quality of service and safety.

Remain free from seclusion or restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.

Have knowledge of the name of the provider who has primary responsibility for coordinating your care and the names and professional relationships of other providers and healthcare providers who may be involved with the patient's care.

Receive information from provider about illness, course of treatment and prospects for recovery in terms that are easily understood.

Given a medical emergency, OakLeaf Surgical Hospital will provide evaluation, services and/or referral. When medically appropriate and legally permissible, or at patient's request, may be transferred to another facility (given the other facility has accepted the transfer). The patient will be provided complete information including: the risks, benefits, and alternatives to a transfer.

Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information will include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.

The patient will participate in the development and implementation of a plan of care and actively participate in decisions regarding their medical care. To the extent permitted by law, this includes the right to request and/or refuse treatment. Refusal documentation will then be completed when this decision is made.

Leave the hospital even against the advice of their provider and will follow the against medical advice (AMA) process.

Approve or refuse the release of medical records to any individual outside the facility, except in the case of transfer to another health facility, or as required by law or third-party payment contract.

Change primary or specialty providers if other qualified providers are available.

Formulate advance directives regarding healthcare and have them followed by hospital staff and practitioners who provide care in the hospital

Have a family member or representative of their choice notified promptly of admission to the hospital.

Contact the patient's primary care provider promptly to informed them of admission to the hospital or of any transfer to another facility or organization.

Privacy will be provided in all aspects of care per medical plan of care and HIPAA.

Case discussion, consultation, examination, and treatment are confidential and will be conducted discretely. The patient has the right to be advised as to the reason for the presence of any individual involved in medical care while at the facility.

Confidential treatment of all communications and records pertaining to care and hospital stay. Written permission will be obtained before the medical record is made available to anyone not directly involved with patient care.

Access information contained in the medical record within a reasonable time frame including use of the Patient Portal.

Be free from abuse and harassment.

Be advised of the right to consent to receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner, other family members and friends. Such consent can be withdrawn or denied at any time.

Be advised of any reasonable restrictions or limitations placed upon visitation rights by the Hospital in response to clinical or safety concerns.

Be advised that any safety concerns be discussed with patient care staff. Talk to your nurse or anyone else involved in your care.

Reasonable responses to any reasonable request made for patient care services.

Reasonable continuity of care and to know in advance the time and location of appointment as well as the provider providing the care.

Be advised of the hospital grievance process, if you wish to communicate a concern regarding the quality of the care received or if the determined discharge date is premature. Notification of the grievance process including whom to contact to file a grievance will be provided with a written notice of the grievance determination that contains the name of the hospital contact person, the steps taken to investigate the grievance, the results of the grievance and the grievance completion date.

Belongings are monitored until discharge. Patients will be encouraged to give valuables to a significant other for safekeeping.

Receive religious or other spiritual services, if desired.

Be advised if the hospital provider proposes to engage in or perform human experimentation affecting care or treatment, the patient has the right to refuse to participate in such research projects.

The patient will be informed by the provider or delegate of the continuing healthcare requirements following discharge from the hospital.

Examine and receive an explanation of bill regardless of source of payment.

Know which hospital rules and policies apply to patient conduct.

Have rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

All hospital personnel, medical staff members and contracted agency personnel performing patient care activities will observe these patient's rights.

The care a patient receives depends partially on the patient himself. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities will be exhibited at the hospital in the spirit of mutual trust and respect:

The patient has the responsibility to provide accurate and complete information concerning present complaints, past illnesses and hospitalization and other matters relating to health.

The patient is responsible for making it known whether he/she clearly comprehends the course of their medical treatment and what is expected of them.

The patient is responsible for following the treatment plan established by their provider, including the instructions of nurses and other health professionals as they carry out the provider's orders.

The patient is responsible for keeping appointments and for notifying the hospital or provider when they are unable to do so.

The patient is responsible for their actions should they refuse treatment or not follow the provider's orders.

The patient is responsible for assuring that the financial obligations of their hospital care are fulfilled as promptly as possible.

The patient is responsible for following hospital policies and procedures.

The patient is responsible for being considerate of the rights of other patients and hospital personnel.

The patient is responsible for being respectful of their personal property and that of other people in the hospital.