

# A STATEMENT OF THE PATIENT'S RIGHTS AND RESPONSIBILITIES

Monongahela Valley Hospital is committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following "Statement of Patient's Rights," endorsed by the Administration and staff of the hospital, applies to all patients. In the event you are unable to exercise these rights on your own behalf, then these rights apply to your designated/legal representative. The patient has the right to appropriate assessment and management of pain.

## PATIENT RIGHTS:

- \* The patient has the right to respectful care given by competent personnel. Additionally, patient, families, and/or surrogate, will have available support services (i.e., Social Services, Ministerial Services) and an environment which will assist in meeting social, educational (when patient is a child or adolescent), emotional, and spiritual needs during illness.
- \* Realizing there are psychosocial and spiritual concerns of patients and family regarding dying and the grief process, care of the dying patient will optimize comfort and dignity by treating as desired by the patient or surrogate decision maker primary and secondary symptoms that respond to treatment and effectively managing pain.
- \* The patient has the right to have a family member, representative, and physician of their choice notified of their admission to the hospital.
- \* The patient has the right, upon request, to be given the name of his/her attending physician, the names of all other physicians directly providing care, and the names and functions of other health care persons having direct contact with the patient.
- \* The patient has the right to every consideration of privacy. Case discussion, consultation examination, and treatment are considered confidential and should be conducted to protect each patient's privacy.
- \* The patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.
- \* The patient has the right to be informed of applicable administrative policies and practices related to patient care.
- \* The patient has the right to expect emergency procedures to be implemented without unnecessary delay.
- \* The patient has the right to good quality care and high professional standards that are continually maintained and reviewed.
- \* The patient has the right to full information, from his/ her physician in layman's terms concerning diagnosis, treatment, and prognosis, including information about alternative treatments, possible complications, outcomes of care, and where indicated unanticipated outcomes. When it is not medically advisable to give such information to the patient, the information shall be given to the patient's designated/legal representative.
- \* The patient or his/her representative has the right to make informed decisions regarding the patient's care. Additionally, the patient or his/her representative have the right to be informed of the patient's health status, to be involved in care planning and treatment, to be able to request medically necessary treatment, and to be able to refuse further care or treatment.
- \* Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.
- \* The patient or, in the event the patient is unable to give informed consent, a legally responsible party, has the right to be advised when a physician is considering the patient as a part of a medical care research program or donor program, and the patient, or legally responsible party, must give informed consent prior to actual participation in such a program. A patient, or legally responsible party, may, at any time, refuse to continue in any such program in which informed consent previously has been given.
- \* The patient has the right to refuse any drugs, treatment, or procedure offered by the hospital, to the extent permitted by law, and a physician shall inform the patient of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.
- \* The patient has the right to assistance in obtaining consultation with another physician at the patient's request and own expense.
- \* The patient has the right to have an advance directive (living will and/or durable power of attorney for healthcare) concerning treatment or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy. The patient has the right to information about any hospital policies that may limit its ability to fully implement a legally valid advance directive.
- \* As adopted many years ago and reaffirmed yearly by the Board of Trustees, a patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin, or source of payment.
- \* The patient who does not speak English shall have access to an interpreter. Other patient assisted communication devices and services are available.
- \* The hospital shall provide the patient, or his designee, upon request, access to all information contained in his/her medical records unless access is specifically restricted by the attending physician for medical reasons or is prohibited by law or hospital policy.
- \* The patient has the right to expect good management techniques to be implemented within the hospital considering effective use of the time of the patient and to avoid the personal discomfort of the patient.
- \* When a patient need beyond the scope of the hospital resources has been identified, arrangements will be made to have the patient transferred to another facility. The patient, family, and/or surrogate will receive complete information and an explanation concerning the need for and alternatives to such a transfer. When any patient is transferred either within the hospital or to another facility,

continuity in treatment and care will be assured by providing the new treatment team with a written and verbal transfer summary concerning all aspects of the patient's treatment and care.

- \* Hospital policy has always been that all patients have the right to examine, and inquire into, their bills, and receive a response.
- \* The patient has a right to full information and counseling on the availability of known financial resources for health care.
- \* The patient has the right to expect that the health care facility will provide a mechanism whereby information will be provided regarding the patient's continued healthcare requirements following discharge.
- \* The patient cannot be denied the right of access to an individual or agency who is authorized to act on his/ her behalf to assert or protect the rights set out in this section.
- \* The patient has the right to be free from restraints, both physical and chemical, or seclusion that is not medically necessary or used as a means of coercion, discipline, convenience, or retaliation by the staff. Restraints and seclusion shall only be used when other less restrictive measures have been found to be ineffective in protecting the patient or others from harm.
- \* The patient has the right to receive care in a safe setting free from verbal or physical abuse or harassment.
- \* The patient has the right to be informed of these rights at the earliest possible moment in the course of his hospitalization.
- \* The patient has the right to receive information on how Monongahela Valley Hospital will use and disclose his/her personal health information. The Notice of Privacy Practices provides the patient with a full description of the ways in which we both use and disclose personal health information.
- \* The patient has the right to be informed of his/her visitation rights. A family member, friend, or other individual of the patient's choice may be present with the patient for emotional support during the course of the patient's stay. The presence of this support person is permitted, unless their presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- \* Monongahela Valley Hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. The hospital shall ensure that all visitors enjoy full and equal visitation privileges consistent with patient preference.
- \* The patient has the right to voice complaints and grievances to Renee Hurley, M.Ed., L.P.C., Director of Patient Relations, by calling (724) 258-1076. Patients may also seek assistance from the Pennsylvania Department of Health, Division of Acute and Ambulatory Care, Room 532, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120-0701, 1-800-254-5164, or from the Joint Commission Office of Quality Monitoring at 1-800-994-6610 for any health concern or e-mail [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

## PATIENT RESPONSIBILITIES:

- \* As a patient, the hospital expects you to assume responsibility for the following:
- \* You or your designated/legal representative will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, "advance directives", and other matters relating to your health history or care in order to receive effective medical treatment.
- \* You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.
- \* You will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.
- \* You are expected to be considerate of other patients and hospital personnel, to assist in the control of noise and visitors in the room, and to observe the non-smoking policy of this institution. You are also expected to be respectful of the property of this institution.
- \* In order to facilitate your care and the efforts of the hospital personnel, you are expected to help the physicians, nurses, and allied health personnel in their efforts to care for you by following their instructions and medical orders.
- \* Duly authorized, members of your family designated/legal representative are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with your health care provider.
- \* It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payers (your insurance company) or being personally responsible for payments for any services which are not covered by your insurance policies.
- \* It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

## SUMMARY

*Being a good patient does not mean being a silent one. If you have questions, problems, or unmet needs, please let us know. If you would like further clarification of the "Rights and Responsibilities" as they pertain to you, please contact our **Patient Representative**. The patient representative is available to assist you and your family with your special needs, answer questions, and explain policies and procedures. Contact the patient representative by using the special feature on your telephone.*

**PATIENT  
REPRESENTATIVE  
724-258-1076**

**Putting your health first.**

**MVH** Monongahela  
Valley Hospital  
HEALTH CARE