



Saint Agnes Medical Center
Fresno, California

A MEMBER OF  TRINITY HEALTH

Patient Bill of Rights and Responsibilities

Every competent adult has the fundamental right of self-determination over his or her body and property. Individuals who are unable to exercise this right, such as minors and incompetent adults, have the right to be represented by another person who will protect their interests and preserve their basic rights. Therefore, all patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf. We at Saint Agnes believe that quality health care is about more than providing the finest medical treatment. It involves caring for each patient's personal well-being. That is why we've developed this list of patient rights and responsibilities.

Please review this information to help us ensure that your stay is as pleasant as possible. Thank you.

As a patient, you have the right to:

1. Exercise these rights without regard to age, sex, race, color, ethnicity, religion, ancestry, national origin, physical or mental disability, medical condition, marital status, sexual orientation, gender identity or expression, socioeconomic status, educational background, economic status or source of payment for care.
2. Considerate and respectful care, and to be made comfortable. You have the right to be respected for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
3. Receive religious and other spiritual services.
4. Have a family member (*or other representative of your choosing*) and your own physician notified promptly of your admission to the hospital.
5. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and nonphysicians who will see you.
6. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (*including unanticipated outcomes*) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
7. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of procedure or treatment, medically significant risks involved, alternate courses of treatment or nontreatment and risks involved in each, and name of person who will carry out the procedure or treatment.
8. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital, even against the advice of physicians, to the extent permitted by law.
9. Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
10. Reasonable responses to any reasonable requests made for service.
11. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe opiate medication, but if so, must inform you that there are physicians who specialize in treatment of severe chronic pain with methods that include use of opiates.
12. Formulate Advance Health Care Directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives.
13. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
14. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You have the right to receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.

15. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
16. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
17. Reasonable continuity of care and to know in advance the time and location of appointments, as well as the identity of persons providing care.
18. Be informed by physician, or a delegate of physician, of continuing healthcare requirements and options following discharge from hospital. You have the right to be involved in development and implementation of your discharge plan. Upon your request, a friend or family member may be provided with this information, also.
19. Know which hospital rules and policies apply to your conduct while a patient.
20. Have a family member, friend or other individual present for emotional support during the course of your stay so long as individual's presence does not infringe on patient's rights, safety or is medically or therapeutically contraindicated.
21. Designate visitors of your choosing, if you have decision-making capacity, whether or not visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - Facility reasonably determines that presence of a particular visitor would endanger your health or safety of a patient, a member of health facility staff or other visitor to health facility, or would significantly disrupt operations of facility.
 - You have told health facility staff that you no longer want a particular person to visit.

Ensure all visitors enjoy full and equal visitation privileges consistent with patient preferences. However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon hours of visitation and number of visitors.

22. Access, request amendment to, and obtain information on disclosures of your health information.
23. Examine and receive an explanation of hospital's bill regardless of source of payment.
24. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or calling:
 Saint Agnes Medical Center
 Risk Management Department
 1303 E. Herndon Ave.
 Fresno, CA 93720
 (559) 450-3961

We will acknowledge verbal concerns within 24-72 hours and will respond to all concerns within two weeks. A written response will be provided for all grievances and will include name of a person to contact at hospital, steps taken to investigate grievance, results of grievance process, and date of completion of grievance process. Concerns regarding quality of care or premature discharge will also be referred as appropriate to the Quality Improvement Organization (QIO).

25. **If your concerns cannot be resolved through the hospital**, you may contact The Joint Commission's Office of Quality Monitoring to report your concern/complaint by calling 1-800-994-6610 or e-mailing complaint@jointcommission.org.

26. File a complaint with the California Department of Public Health (CDPH) regardless of whether you use the hospital's grievance process.

CDPH contact information:

State of California Department of Public Health
 Licensing & Certification
 285 W. Bullard Ave., Ste. 101
 Fresno, CA 93704
 (559) 437-1500 or 1 (800) 236-9747

Patient and, as appropriate, families are responsible for:

1. Providing information that is, to the best of your knowledge, accurate and complete regarding present complaints, past illnesses, hospitalizations, medications, reports of pain and other matters relating to your health. You and your family are responsible for reporting perceived risks in your care and unexpected changes in your condition. You are also responsible for providing feedback about service needs and expectations to help the hospital improve its understanding of your environment.
2. Asking questions when you do not understand what you have been told or what you are expected to do regarding your care.
3. Following instructions regarding your care, service or treatment plan. Any concerns that you have about your ability to follow and comply with the proposed plan or course of treatment should be communicated. Every effort will be made to adapt the plan of care to meet your needs and limitations. When such adaptation to the care, treatment and service plan is not recommended, patients and their families are informed of consequences of the care, treatment and service alternatives of not following proposed course.
4. Accepting consequences for outcomes of care if you do not follow care, services or treatment plan.
5. Following rules and regulations concerning patient care and conduct. This includes consideration of other patients, helping control noise and disturbances, and following other policies as appropriate.
6. Showing respect and consideration for hospital's personnel and property.
7. Meeting financial commitments agreed to with hospital. Providing accurate information for processing your bill and planning for payment of your bill as early as possible.

All hospital personnel, medical staff members and contracted personnel performing patient care shall observe these patient rights. The Patient Bill of Rights and Responsibilities combine Title 22, California Code of Regulations, Section 70707 and other California laws; The Joint Commission; California Hospital Association; and Centers for Medicare and Medicaid Services (CMS) Conditions for Participation Requirements.