



**LAKE CITY
Community Hospital**

"Bringing Good Health To Our Community"

Patient Rights And Responsibilities

We consider you a partner in your hospital care. When you are well informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as effective as possible. Lake City Community Hospital will endeavor to assure that these rights are preserved for all patients, their family members and/or guardians and friends. The hospital encourages respect for the personal preferences and values of each individual.

PATIENT RIGHTS

As a patient in our hospital, Lake City Community Hospital respects your rights and we are committed to protecting and promoting your rights. Whenever possible, we will inform you of your rights in advance of furnishing or discontinuing your care. Patient rights include the following:

Notification of Admission: The patient has the right to have the hospital promptly notify a family member/representative and their physician of his/her admission to the hospital.

Reasonable Access to Care: Individuals shall have reasonable access to treatment or accommodations regardless of race, age, creed, sex, national origin, handicap or sources of payment for care.

Considerate and Respectful Care: The patient has the right to care that is considerate and respectful of his/her personal values and beliefs, including psycho-social, spiritual and cultural variables.

Informed Participation in Care Decisions: The patient has the right to reasonable, informed participation in decisions involving his/her plan of care and treatment and should not undergo any procedure without voluntary, competent consent or the consent of his/her legally authorized representative. The patient will be encouraged to give feedback about his/her care and to have family involved in care decisions.

Ethical Issues: The patient or designated representative has the right to participate in ethical questions that arise in the course of his/her care, including issues of conflict resolution, withholding resuscitation service, forgoing or withdrawal of life-sustaining treatment and participation in investigational studies or clinical trials. The patient has the right to access the Ethics Committee to assist in ethical decisions.

Privacy and Safety: The patient has the right to personal privacy and to receive care in a safe setting free from all forms of abuse or harassment. The patient has the right to refuse to talk with or see anyone not officially connected with the hospital, including visitors, or persons officially connected with the hospital but not directly involved in his/her care. The patient has the right to be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.

Confidentiality: The patient has the right to confidentiality of his/her records, except in such cases as suspected abuse or public health hazards and/or when reporting is permitted or required by law. The patient has the right to expect all communications and other records pertaining to his/his care, including the source of payment for treatment to be treated as confidential.

Access to Information: The patient has the right to access information contained in his/her clinical records within a reasonable time frame and to have it explained/interpreted as necessary, except when restricted by law.

Response to Requests: The patient has the right to expect that the hospital will make reasonable response to a request of appropriate and medically indicated care and services, including patients have a right to effective pain management.

Interpreter: The patient has the right to have access to an interpreter, if he/she does not speak or understand the predominant language of the community.

Restraints: The patient has the right to be free from restraints of any form that are not medically necessary. For behavior management, all patients have the right to be free from seclusion and restraints except in case of emergency, when there is an imminent risk of an individual physically harming himself/herself or others, and when less restrictive interventions would be ineffective.

Hospital's Outside Relationships: The patient has the right to know if this hospital has relationships with other health care facilities, educational institutions or outside parties that may influence his/her care.

Access to Protective Services: The patient has the right to protection services. A physician or health care professional will assess the need and make referrals to protective services based on the patient's need and provide additional information to the patient regarding these services.

Identity: The patient has the right to know the identity and professional status of individuals caring for him/her, including the physicians primarily responsible for his/her care.

Information: The patient has the right to have visitors and other outside communication.

Consultations: The patient has the right to consult with a specialist at his/her own consent.

Refusal of Treatment: The patient may refuse treatment to the extent permitted by law.

Research: The patient has the right to consent or decline to take part in research/experimentation affecting his/her care. If he/she chooses not to take part, the patient will receive the most effective care the hospital otherwise provides. All patients asked to participate are given the potential risks, discomforts and benefits.

Advance Directives: The patient has the right to formulate Advance Directives and to have hospital staff and practitioners who provide care comply with these directives. The patient has the right to designate a representative decision maker in the event he/she is incapable of understanding a proposed treatment or procedure.

Hospital Charges: The patient has the right to receive an itemized explanation of his/her hospital bill, regardless of source of payment. The patient has a right to timely notice prior to termination of his/her eligibility for reimbursement by any third-party payor for the cost of his/her care.

Transfers and Continuity of Care: The patient may not be transferred to another accepting facility without just explanation and exploration of the alternatives. The patient has the right to expect reasonable continuity of care when appropriate and to be informed of realistic care alternatives when hospital care is no longer appropriate to include the right to be involved in care decisions relative to discharge including choice of home health and nursing homes.

Hospital Rules and Regulations: The patient has the right to be informed of the hospital rules and regulations applicable to him/her as a patient. The patient is entitled to information about the hospital's mechanism for dealing with patient complaints.

Complaints/Grievances: Each patient or designated representative has the right to file a complaint/grievance by contacting either the Patient Advocate, Nursing Administration, Nursing Supervisor, Department Manager or Administration. Each patient or designated representative has the right to access protective services and to contact state and/or federal agencies to file grievances and the hospital will provide the appropriate phone numbers. To reach any of the personnel listed above to file a complaint/grievance you may call "0" inhouse for the operator or (843) 374-6120 and we will respond to any questions or concerns. Making us aware of any concerns helps us to better serve you in the future.

PATIENT RESPONSIBILITIES

Medical History and Information: The patient is responsible for providing accurate and complete information about present and past complaints, illnesses, hospitalizations, medications and other matters relating to his/her health. The patient is also responsible for making it known whether he/she clearly understands a contemplated course of action and what is expected of him/her.

Treatment Plan: The patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for his/her care. This may include following the instructions of nurses and allied health professionals. The patient is responsible for recognizing the effects of lifestyle on his/her personal health. The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.

Financial Obligations: The patient is responsible for assuring that the financial obligations for his/her healthcare are fulfilled as promptly as possible.

Hospital Rules and Regulations: The patient is responsible for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise, smoking and the number of visitors. The patient is responsible for being respectful of the property of other persons and the hospital.

For more information about patient rights and responsibilities or to give feedback on patient care, please ask to speak with the Patient Advocate.