

Social Action Community HEALTH SYSTEM Patient's Rights and Responsibilities Policy

Social Action Community Health System (SACHS) patients shall have certain rights as stated below. Patients shall not, under any circumstances, be asked to waive any of these rights as a condition of treatment or payment. Patients shall have the right to:

You have the right:

- Considerate, respectful, and culturally appropriate care, and to be made comfortable. You have the right to have your cultural, social, spiritual, and personal values and beliefs respected.
- Know the name of the healthcare provider who has primary responsibility for coordinating your care and the names, qualifications, professional relationships, and contact information of other healthcare providers and non-healthcare providers who will see you.
- Receive information about your health status, course of treatment and prospects for recovery in a language you can understand. You have the right 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.
- Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
- 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 SACHS Clinic even against the advice of healthcare providers, to the extent permitted by law.
- Be advised if the SACHS/personal healthcare provider 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.
- Reasonable responses to any reasonable requests made for service.
- Appropriate assessment and management of pain.
- Formulate advance 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. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
- 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 the 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 as appropriate.

- Confidential treatment of all communications and records pertaining to your care and treatment at SACHS. You will 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.
- Receive care in a safe and clean setting, free from verbal or physical abuse or harassment. You have the right to access protective services including notifying government agencies of neglect or abuse.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
- Be informed by the healthcare provider/or designee, of continuing health care requirements in conjunction with your treatment plan. Upon your request, a friend or family member may be provided this information also.
- Examine and receive an explanation of your SACHS bill regardless of the source of payment.
- Exercise these rights without regard to economic status, disability, educational background, race, color, ethnicity, religion, ancestry, national origin, gender, sexual orientation or marital status, or the source of payment for care.
- File a grievance or complaint. The reporting process will be provided at your request.
- Obtain a second medical opinion prior to any procedure or treatment.
- Request any provider as your primary provider. However, please note that access to immediate appointments may be limited by the healthcare provider’s availability. You can change your primary provider by filling out a change request form.
- Receive free interpretation/translation services if you do not speak English and/or if your provider does not speak your primary language.
- Be fully informed of all services available at SACHS.
- Be fully informed of all rules and regulations governing SACHS’ activities.
- Voice any recommended changes in policies and services to our staff. There will be no restraint, interference, coercion, discrimination, or reprisal by our staff if you do so.
- Be informed of procedures to follow in case of emergency if SACHS is closed, including access to after-hours care.
- Know about legal reporting requirements.
- Ask for help with advanced directives for healthcare services.
- Be free from harm, including unnecessary physical or chemical restraints or isolation, excessive medication, physical or mental abuse or neglect, and hazardous procedures.
- Be assured that your written consent will be obtained for the release of medical or personal information or photographs or images to persons not otherwise authorized under law to receive it. Exceptions include cases of medical emergencies, or as mandated by law.
- Review and request a copy of your medical records, request amendments to those records and have them explained to you.

- Be assured of confidentiality when accessing Sensitive Services such as Sexually Transmitted Disease (STD) and HIV testing.

Each SACHS patient is expected to be an active participant in his or her own medical care and be precluded from having his or her actions infringe upon the rights of other patients or upon the rights and responsibilities of SACHS.

Patients shall be responsible for:

- Participating in and cooperating with the treatment plan recommended by the healthcare provider responsible for his or her care, including instructions by nurses and allied health personnel as they facilitate the responsible healthcare provider's plan of care.
- Accepting responsibility when refusing treatment or not following the healthcare provider's instruction by signing "LEAVING SOCIAL ACTION COMMUNITY HEALTH SYSTEM AGAINST MEDICAL ADVICE" (PRI-020) for documentation purposes.
- Showing respect for other patients by use of appropriate language and conduct and following non-smoking regulations.
- Being considerate of SACHS Clinic, facilities, and equipment and following the rules and regulations that are posted while in the facility.
- Being respectful to clinic employees and SACHS and avoiding the use of obscene language, threatening remarks or other inappropriate, abusive, or disruptive behavior.
- Understanding his or her illness and treatment; if not, questioning healthcare provider/other practitioner regarding illness and treatment.
- Notifying appropriate personnel of any requirements or accommodations needed to meet your language, disability, or cultural needs.
- Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to medical problems.
- Reporting unexpected changes in condition, if possible, to the responsible healthcare provider, including changes or reactions to medications or treatment.
- Informing appropriate personnel if he or she does not understand a contemplated course of action and what is expected.
- Keeping appointments and notifying the appropriate personnel when unable to do so.
- Paying for services at the time of service to ensure that the financial obligations for health care are fulfilled as promptly as possible.
- Following SACHS rules and regulations affecting patient care and conduct.
- Acknowledge that the healthcare providers' of SACHS are faculty from the Loma Linda University. Residents and interns may be involved in patient care.
- Not carrying weapons of any kind while at SACHS.

- Providing accurate personal, financial, insurance, and medical information, including all medications and treatment necessary to establish and follow your plan of care. Notify SACHS of any changes in financial status or contact information, including change in residence and/or telephone number.
- Promptly notifying SACHS of any emergency or hospitalization services received to ensure continuity of care.
- Using medications and/or other medical devices for yourself only.
- Providing SACHS with a copy of your advanced directives or power of attorney for healthcare matters.
- Giving written permission to release external records to SACHS when necessary for continuity of care.
- You are responsible for any bills not covered by your insurance resulting from referral services. SACHS is not involved in collection of these separate bills, and questions on such matters should be directed to the billing practice.
- Advising staff of any problems or dissatisfaction with services being provided.
- Providing for the supervision and safety of your children and/or dependents while in the facility.

All SACHS personnel shall be responsible for recognizing the rights and responsibilities of patients, specifically as applicable within their own departments of service.