



**bethany children's**  
HEALTH CENTER

# patient bill of rights


Approved: 3/31/99

Revised: 3/1/00, 3/14/01, 4/4/01, 2/25/02, 2/25/03, 3/25/03, 2/12/04, 3/7/05, 6/28/05, 4/14/09, 11/3/09, 4/12/10, 3/16/12, 4/2/13, 4/29/14, 3/11/15, 6/1/15, 6/2/15, 4/1/16, 2/1/17, 3/1/20, 6/16/21

Reviewed: 3/31/99, 3/6/07, 4/17/08, 3/1/11, 2/1/18, 3/1/19

## bill of rights for the patients and their guardian or representative

Bethany Children's Health Center affirms the following rights of the patient/guardian:

1. To be provided information, at the time of admission, of these rights and rules and regulations governing their conduct and responsibilities.
  2. To be provided with information and explained in a language or manner that can be understood. Bethany Children's will arrange translation, assistive devices or other modalities as necessary to assist with understanding these rights and the care that is provided.
  3. To have a family member or representative of their choice and their own physician notified promptly of his or her admission to Bethany Children's.
  4. To know the professional status of any person providing their care including the reasons for any proposed change in the professional staff responsible for their care.
  5. To be informed of and have access to the cost of available services, related charges, and source of Bethany Children's reimbursement for their services. This includes charges for services not covered by Bethany Children's daily per diem rate (Medicaid or private insurance payment) and any limitations which may be placed on their care within a reasonable period of time.
  6. Personal and medical records will be treated as confidential. Release of information from the records to persons outside the facility without a need to know may be refused by the patient and/or their legal guardian or representative, except in the case of transfer to another healthcare institution, (i.e., Acute Care Hospital) or as required by law or third-party payment contract.
  7. To access their own medical information, request amendments to the medical record, to an accounting of disclosures of private health information, and granting or declining permission to release personal health information in emergent and non-emergent situations within a reasonable period of time.
  8. To information regarding the initiation, review, and when possible, resolution of patient concerns regarding quality of care.
  9. To participate in the development and implementation of their plan of care. To make informed decisions regarding their care. These rights include being informed of the health status, involved in the care planning and treatment, and the right to request or refuse treatment to the extent permitted by law. In case of such refusal, the patient is entitled to other appropriate care and services that Bethany Children's provides or transfer to another hospital or health care institution.
  10. To know the reasons for their transfer either within or outside Bethany Children's.
  11. To be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising their access to services.
  12. To know the relationship(s) of Bethany Children's to other persons or organizations participating in the provision of their care.
  13. To formulate advanced directives and to have hospital staff and practitioners who provide care in Bethany Children's comply with such directives.
  14. To receive care in a safe environment and freedom from all forms of abuse, neglect, or harassment.
  15. To have pain treated as effectively as possible.
  16. To be free from restraints of any form that are not medically necessary.
  17. Patients will be treated with consideration, respect, and in full recognition of their dignity and individuality including privacy in treatments and personal care. A patient's right to privacy may be limited during situations where the person must be continuously observed to ensure their safety such as to manage violence or self-destructive behavior or when the patient is under suicide precautions.
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18. To receive visitors, communicate, and associate privately with persons of their choice. To send/receive unopened mail unless deemed medically inadvisable or to do so would infringe upon the rights of other patients, and/or present security risks to the patient, other patients, or staff.
19. Patients may retain and use their personal clothing and possessions as space permits, unless to do so would infringe upon the rights of other patients, and unless deemed medically inadvisable.
20. For patients in the Complex Care (CC) services, the patients, parents or guardians, attending physician, and the responsible agency, if any, are consulted at least 2 weeks, but not more than 30 days in advance of transfer or discharge of any patient, except in the case of an emergency, which would also include a risk to the safety of the patient or other patients and staff.
21. Patients and/or their representatives may seek review by Bethany Children's quality improvement organization, Teligen, (1-800-383-2856) for any concerns of quality of care, coverage decisions, or to appeal to a premature discharge.
22. To understand the facility's services and process, as well as receive interdisciplinary plan of care documentation as soon as it's available.
23. Access to self-help and advocacy support services. Assistance with this can be obtained through Social Services.

**All rights and responsibilities of the patient are transferred to the patient's guardians, or sponsoring agency where:**

- (1) Patient is legally determined incompetent in accordance with the state law; or
- (2) Patient has been found by their physician to be medically incapable of understanding these rights; or
- (3) Patient exhibits a communication barrier.

The above Bill of Rights for the Patients and their Parents or Guardians must be modified, as deemed appropriate by professional and medical staff, based on age, mental restrictions or cognitive ability of the patient wishing to exercise their rights.

## **responsibilities of the patient and/or their legal guardian or representative**

1. You have the responsibility to treat others including patients, their visitors and hospital staff with the same kindness, respect and value that you would want for yourself and your family.
2. To respect and comply with the policies of Bethany Children's.
3. To be open and honest concerning present illnesses, past hospitalizations, and other health related matters.
4. To acknowledge immediately if you do not understand the instructions given you concerning your health or if you think you will not be able to comply with such instructions.
5. To maintain personal and financial honesty with respect to healthcare services provided and to report additional sources of income that might affect payment for services (child support payments, legal settlement, child's trust fund, private insurance, etc.).
6. To assure that contact/ visitors information is updated at all times.
7. To designate other emergency contacts in the event we cannot reach the legal guardian or representative.
8. To be available at all times to provide medical consent.
9. To accompany the patient to scheduled clinic appointments outside the facility.
10. To be present with the patient during hospitalizations, surgeries, or other treatments.

11. Foul language, physical or verbal threats, or any type of abusive behavior towards others will not be tolerated.
  12. No weapons, drugs, or alcohol use will be tolerated on hospital campus.
  13. No obscene personal media (movies, videos, music, video games, etc.) is allowed.
  14. Cooperate with staff in establishing appropriate boundaries and controlling any behavior that violates Bethany Children's policies and procedures.
- \*If any of the above guidelines are not followed, the patient will be subject to immediate discharge planning.**

## hospital requirements

1. Inform each patient and/or their legal guardian or representative (and support person, where appropriate) of their visitation rights, including any clinical restriction or limitation on such rights, when they are informed of their other rights under this section.
2. Inform each patient and/or their legal guardian or representative of the right, subject to his or her consent, to receive the visitors whom they designate, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and their right to withdraw or deny such consent at any time.
3. Not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
4. Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
5. The patient's family has the right of informed consent for donation of organs and tissues.

