



Ferrell Hospital Patient Rights & Responsibilities

As a patient you have the right to:

1. Receive considerate and respectful care.
2. Obtain from your physician complete, current information concerning your diagnosis, treatment, alternatives, benefits, and prognosis in terms you can be reasonably expected to understand.
3. Receive information necessary to give informed consent prior to the start of any procedure and/or treatment from the physician.
4. Establish Advance Directives, which state your choices about medical care or name someone to make these decisions about your medical treatment. You can expect the hospital to honor your decisions to the extent permitted by law and hospital policy.
5. Expect every consideration of personal privacy concerning the medical care program.
6. Expect that all communications and records pertaining to your care will be treated as confidential.
7. Review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. Expect that, within its capacity, a hospital will make reasonable response to the request of a patient for services.
9. Obtain information as to any relationship of the hospital to other health care and education institutions relating to patient care.
10. Be advised if the hospital proposes to engage in or perform human experimentation affecting the care or treatment.
11. Expect reasonable continuity of care when appropriate.
12. Examine and receive explanation of charges regardless of payment source.
13. Know that the hospital rules and regulations apply to patient conduct.
14. Access an internal complaint process and also to appeal to an external agency.
15. Receive the appropriate assessment and management of pain at this facility and:
 - Information about pain and pain relief measures
 - A concerned staff committed to pain prevention
 - Health professionals who quickly respond to reports of pain
 - Your reports of pain will be believed

16. Participate in the development and implementation of your plan of care:
 - Be involved in care planning and treatment
 - Request or refuse treatment
 - Have a family member or representative and your own physician(s) notified promptly upon admission to the hospital per your request
17. Receive care in a safe setting, free from abuse or harassment.
18. Request Spiritual Care and Pastoral Counseling.
19. Request consultation for an ethical issue:
 - Through hospital administration
 - Through the health care professionals involved with your care
20. Be free from the unnecessary use of physical restraint, drugs used as restraint, and seclusion imposed as a means of force, discipline, convenience or retaliation by staff.
21. Receive visitors, mail, and telephone communication unless restricted by hospital policy or circumstances.
22. Receive within the capabilities of this hospital's services and staff an appropriate medical screening exam to determine if a medical emergency exists. If an emergency medical condition exists, you have the right to receive the necessary stabilizing treatment and/or if necessary an appropriate transfer to another facility.

It is the responsibility of the patient and/or family to:

1. Provide to the best of your knowledge, accurate information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health.
2. Report unexpected changes in your condition to the nursing staff or health care provider.
3. Ask questions until you clearly comprehend the proposed course of action and what is expected of you.
4. Comply with the plan of care recommended by the physician and hospital staff.
5. Understand that refusal of treatment or failure to follow the plan of care could result in undesirable outcomes, for which you and/or your family accept responsibility.
6. Follow the hospital's rules and regulations affecting patient care and conduct.
7. Respect and have consideration of other patients and hospital personnel, and to assist in the control of noise, smoking and number of visitors.

Ferrell Hospital provides services to all persons regardless of race, color, gender, national origin, handicap, religious preference or age.

Professional sign language interpreters and/or foreign language interpreters will be made available upon request.