

PATIENT'S BILL OF RIGHTS AND RESPONSIBILITIES



***Irwin Army Community Hospital
Fort Riley, Kansas 66442
(1 December 2006)***

Important Information about Your Rights and Responsibilities Including:

- **Quality Health Care**
- **Privacy and Confidentiality**
- **Refusal of Treatment**
- **Continuity of Care**
- **Advance Directives**
- **Reporting Issues/Concerns**

**Patient Representative
(785) 239-7739**

Your Rights Include:

Respect and Dignity: You have the right to considerate, safe respectful care at all times and under all circumstances. This includes respecting and accommodating spiritual beliefs and customs, as long as they do not interfere with patient care or other patient's rights.

Access to Care: You have the right to access quality healthcare that is consistent with available resources and generally accepted standards. You have the right to consult with a specialist about their healthcare problems or needs within government system specialty care guidelines.

Information: You have the right to information about the healthcare that you receive and who is providing you care. All information should be presented to you in language and terms that you can understand, including foreign languages and or speech and hearing impairments.

Identity of Healthcare Providers: You have a right to know about your healthcare providers. The information you may request include the full name, proof of a provider's licensure, qualifications, and professional status.

Consent: You have the right to participate in plans and decisions regarding your care. Your provider should communicate to you the risks, benefits and possible complications of treatment. If the treatment is invasive, you have the right to a detailed written description, explained by a healthcare provider. You have a right to voluntarily participate or to decline to participate in hospital-sponsored research or teaching associated with your healthcare.

Refusal of Treatment:

You have the right to refuse any treatment, unless mandated by law or regulation. In some cases, certain family members or designated surrogates may refuse treatment on behalf of a patient who is incapable of making an informed decision.

Safe Environment: You have the right to care and treatment in a safe environment. Freedom from mental, physical, sexual and verbal abuse, neglect and exploitation while under care.

Transfer and Continuity of Care:

You have the right to expect reasonable continuity of care. Know in advance what appointment times and providers are available and at what location. A transfer to another facility or provider will occur only after explanation of the need for transfer and acceptance by the new provider/facility.

Reasonable Response: You have a right to a timely response to your healthcare needs. The TRICARE Prime standards for timelines include immediate for emergencies, 24 hours for urgent care, one week for routine visits and four weeks for wellness and follow-up visits. You also have the right to a second opinion within the system and to an outside facility if needed.

Advance Directives: You have the right to direct the health care team on the extent of care you wish to receive. This is done through Advance Directives (living will and/or medical durable power of attorney) and communication with the health care team. Should you become unable to provide direction due to serious illness, you have the right to have your care directed and determined by your own Advance Directive or by your legally designated decision maker.

Hospital Charges: You have a right to an understandable and complete explanation of any charges incurred and assistance with claim forms when requested.

Privacy, Confidentiality and Communication:

You have a right to privacy and confidentiality. Confidentiality includes the right to have information about your healthcare and medical conditions kept from those not involved in your care. During examination and interviewing you have a right to an environment that ensures privacy. In addition, you have a right to privacy during personal communications including oral, written or electronic between you, medical staff and visitors.

Within care guidelines, you have a right to communicate with people outside the hospital and to see visitors inside the hospital.

Pain Management. You have a right to well-trained and concerned medical staff who responds quickly to reports of pain and are committed to pain relief and management.

Information about Rules and Regulations:

You have a right to Information about rules and regulations applicable to your conduct as a patient.

Voice Issues/Concerns:

You have the right to Voice concerns regarding your health care, without recrimination, to include discussion of ethical issues and have these issues/concerns reviewed and resolved. This can be accomplished by speaking with the clinic/department Officer-In-Charge, the Noncommissioned Officer-In-Charge, the Head Nurse, the **Patient Representative**, or the Chief of the Customer Service Division. **Pastoral care and counseling** are available 24 hours a day. The Hospital Chaplain may be contacted during duty hours. After duty hours, the Duty Chaplain may be contacted through the AOD at 239-7667. In addition, the hospital has an Ethics Committee that reviews issues regarding ethical treatment.

You Have the Responsibility to:

Provide accurate and complete information about your present complaints, past illnesses, injuries, hospitalizations, medications and anything else you believe significant to your health. Promptly inform your providers of any matters relating to your health, any changes in your condition or apparent adverse reactions to prescribed care since your last visit. You have a responsibility to wear the appropriate medical warning tags and ID bracelets. You have a responsibility to request pain relief when pain first begins; to inform your provider when pain is not relieved; to assist your provider in assessing your pain; and to discuss pain relief options with your provider.

Understand Your Treatment: Inform your health care provider immediately if you do not understand the recommended course of treatment or procedure, and what is expected of you.

Comply with Prescribed Treatment:

Comply with your medical treatment plan, to include recommended follow-up care and medications. Report to appointments on time and notify the facility when appointments cannot be kept. You take full responsibility for any adverse medical conditions caused by refusal of suggested treatment or therapy.

Follow Rules and Regulations: Be considerate of the rights of other patients and personnel; assist in the control of noise; you are also responsible for the behavior of persons accompanying you. Be respectful of the property of other persons and of the facility. Conduct yourself in a respectful and proper manner. This includes, but is not limited to, observing the no smoking policy and attending to children. Parents or legal guardians have a responsibility to accompany children under the age of 18 who need treatment at the MTF.

Return Medical Records: Return medical records to the facility for appropriate filing and maintenance after you transport medical records for appointments or consultations. All medical records documenting care provided are property of the U.S. Government. You have a responsibility to provide written authorization for release of medical information and to provide the social security number when requesting care.

Pay any Medical Charges: Ensure that financial obligations associated with your health care are fulfilled as promptly as possible.

Provide Patient Comments: Assist the Hospital Commander in providing the best possible care to all beneficiaries. Report any perceptions of unsafe care or unsafe environment. Recommendations, questions, complaints and/or compliments should be submitted to the Patient Representative or placed in a Commander Comment Box.

For Questions or further information on your Rights and Responsibilities please contact the Patient Representative Office or the Customer Service Division.