

DANBURY HOSPITAL

DANBURY HOSPITAL'S BILL OF PATIENTS' RIGHTS AND RESPONSIBILITIES, INCLUDING PATIENT VISITATION RIGHTS

Your Rights As A Hospital Patient

At Danbury Hospital, the first concern is caring for patients and restoring them to health. To be most effective, this effort must be a partnership of the patient and the health care team, working together in an atmosphere of mutual consideration and respect. The Hospital respects patients' cultural and personal values, beliefs and preferences, and their rights to privacy, pain management, full information about their care, and freedom from unlawful discrimination.

This Bill of Rights and Responsibilities is intended to comply with the requirements of The Joint Commission, AMA and professional association guidance, and the relevant provisions of Connecticut and Federal law, including the provisions of the Medicare Conditions of Participation for Hospitals addressing patients' rights, 42 Code of Federal Regulations §482.13.

To achieve and maintain effective health care for all patients, the Board of Directors of The Danbury Hospital has adopted the following principles governing patient treatment, safety, concerns, and responsibility.

1. A patient has the right to be involved in all aspects of care, including the plan of care. To the extent authorized by the patient, or permitted by law, the patient's family shall participate in decisions concerning care and treatment. A patient has the right to have a family member or personal representative of the patient's choice and the patient's own physician notified promptly of admission to the Hospital.
2. The Hospital will not unlawfully discriminate in providing medical treatment. All clinical decision making will be directed by the patient's physician(s), according to medical need.
3. Care shall be provided in a manner that supports a patient's privacy, safety, dignity and individuality. Each patient has the right to be free from all forms of abuse or harassment, including seclusion or restraints that are not medically indicated, or are used as a means of coercion, discipline, convenience or retaliation by staff.
4. Each patient, or duly authorized personal representative, has the right to be informed by the physician and to give or refuse to give informed consent prior to the start of those specified, non-emergency, medical procedures or treatments that require informed consent. The physician should explain to the patient, in words the patient understands, specific details about the recommended procedure or treatment, the benefits and risks involved, time required for recovery, and any reasonable alternatives. All patients have a right to be informed about clinical outcomes, including any clinically significant unanticipated outcomes.
5. The patient has the right to refuse medication and treatment, after possible consequences of this decision have been explained to the patient.
6. The patient has the right to receive, as soon as possible, the services of a translator or interpreter, if the patient needs one to help the patient communicate with Hospital personnel.
7. Each patient has the right to personal privacy and the confidentiality of the patient's medical records. As required by law, the confidentiality of the patient's medical care, source of payment and medical record will be protected by the Hospital.

8. Each patient has the right to be informed of the names and functions of all healthcare professionals providing personal care, except where the healthcare professional's safety may be jeopardized.
9. At a patient's own request and expense, a patient has the right to consult with other physicians.
10. Each patient has the right to consent or refuse to consent to recordings, films or other images made for external use, and not for diagnosis or treatment purposes.
11. With the approval of the Institutional Review Board, physicians may ask patients to participate in research. A patient may participate in research only if the patient or the patient's personal representative has been fully informed and gives written consent. Each patient also has the right to refuse to participate, and refusal in no way jeopardizes the right of access to care, treatment and services unrelated to the research.
12. Each patient is requested to cooperate in the education of physicians, nurses, and other health professionals. The teaching program is one of the great strengths of this Hospital and allows the Hospital to provide round-the-clock supervised medical care to all patients.
13. Each patient has the right to receive a summary of the patient's rights and responsibilities that includes the name and phone number of a Hospital representative to whom the patient can address questions or concerns about any possible violation of the patient's rights. Each patient has a right to voice complaints, to have those complaints reviewed and, when possible, resolved. This may be accomplished by speaking with the patient's physician, nurse, or unit/department manager, or by calling the Director of Patient Relations (see Right 14).
14. Each patient has the right to file a grievance for resolution of patient concerns regarding quality of care or premature discharge. This may be accomplished by calling the **Director of Patient Relations, at (203) 739-7430**. If preferred, concerns regarding care may be filed with the Complaint/Compliance Unit, Division of Health Systems Regulation, Connecticut Department of Public Health, 410 Capitol Ave., MS#12HSR, Hartford, CT 06134-0308, (860) 509-7400; the Office of Quality Monitoring, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181, fax (630) 792-5636; or with Qualidigm (for Medicare), 100 Roscommon Dr., Suite 200, Middletown, CT 06457, 1-800-530-7590.
15. The patient has the right to access information contained in the patient's clinical records within a reasonable period of time. Each patient has a right to obtain a copy of the patient's medical records, at a reasonable fee, within a reasonable time frame.
16. The Hospital supports a patient's right to access protective services, including guardianship and advocacy services, child or adult protective services.
17. If a patient so requires, a program of additional medical services will be made available to a patient upon discharge from the Hospital.
18. The Hospital supports a patient's right to formulate advance directives. Lack of an advance directive does not hamper access to care. Advance directive information is offered upon admission, and is available at any time during a patient's stay. Examples of advance directives include living wills and appointment of health care representatives. If an adult patient is incapacitated at the time of admission, or at the start of care, and is unable to receive information (due to the incapacitating conditions or a mental disorder), or articulate whether or not the patient has executed an advance directive, then the Hospital will provide advance directive information to the patient's personal representative. Complaints about advance directive requirements should be directed to the physician, but, if not resolved, may be filed as provided in Right 14 above.
19. Each patient can expect effective pain management, complete information about pain management, and a concerned staff committed to effective pain management.

20. Should it become necessary, personal representatives may request that the hospital perform an autopsy. Upon request, and at a cost to the requestor, the autopsy can be performed at another institution, by a physician unaffiliated with Danbury Hospital.

21. Upon request, patients may receive copies of their hospital charges. A Patient Financial Services Representative is available at (203) 730-5800, should assistance be needed.

Patient Responsibilities

Provision of Health Information

A patient has the responsibility to provide, to the best of the patient's knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to the patient's health. The patient has the responsibility to report perceived risks in the patient's care, and unexpected changes in the patient's condition, to the responsible practitioner. A patient is responsible for making it known whether the patient clearly comprehends a contemplated course of action and what is expected of the patient. The patient is responsible to ask questions whenever something is unclear or the patient desires information.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for the patient's care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and comply with and implement applicable Hospital policies, rules and regulations. The patient is responsible for keeping appointments and, when the patient is unable to do so for any reason, notifying the responsible practitioner or the Hospital. The patient and the patient's family are responsible for accepting the consequences if they do not follow the care, treatment, and service plan.

Refusal of Treatment

A patient has a right to refuse any or all treatment, but bears the full responsibility for the potential adverse consequences of the patient's actions in this regard, including serious and permanent injury or death.

Patient Insurance/Billing Information

The patient is responsible for providing accurate information, including information about the patient's identity, name and address, and insurance and billing information. The patient is responsible for assuring that the financial obligations of the patient's health care are fulfilled as promptly as possible. The Hospital is required by law, and by its agreements with insurers, to assist in the prevention of health care fraud, and to make certain reports to governmental agencies and insurers in regard to suspected healthcare fraud.

Respect and Consideration

The patient is responsible for following the Hospital's rules, regulations, and policies. The patient is responsible for being considerate of the rights and safety of other patients, visitors, and Hospital personnel, and for assisting in the control of noise, smoking and the number and behavior of visitors. The patient is responsible for being respectful of the property and rights of other persons and of the Hospital.

Photography

Patients and their visitors may not take pictures or make other recordings, films or images of staff or of other patients.

Weapons, Contraband, Patient's Own Medication

Weapons and contraband (for example, illegal substances), whether in the possession of patients or visitors, are strictly prohibited. For their own safety, patients are not permitted to bring their own medications into the Hospital.

Meeting Financial Commitments

Patients and their families should promptly meet any financial obligation agreed to with the Hospital.

Complaints and Grievances

The patient is responsible for promptly discussing any complaints or grievances with the patient's physician.

Patient Visitation Rights

The purpose of this portion of the Patient Rights and Responsibilities Policy is to comply with the Medicare Conditions of Participation, 42 CFR §585.635(f), Patient Visitation Rights.

In this portion of the Patient's Bill of Rights and Responsibilities, the term "patient" shall be deemed to include, in the event that the patient is incapable of consenting, the patient's personal representative, and/or the Patient's "support person." The Medicare Conditions of Participation define "support person" as including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend.

- (1) Whenever possible, each patient shall be informed of visitation rights, including any clinical restriction or limitation on such rights in advance of the furnishing of patient care.
- (2) Each patient shall be informed that, subject to the patient's consent, the patient may receive the visitors whom the patient designates, including but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, and of the patient's right to withdraw or deny such consent at any time.
- (3) Visitation privileges shall not be restricted, limited, or otherwise denied on the basis of unlawful discrimination, including discrimination on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- (4) Visitors shall enjoy full and equal visitation privileges consistent with patient preferences.

However, nothing in this Visitation Policy shall supersede a patient's obligation to respect other patients' rights as set forth above. In this regard, patients are obligated to assist the Hospital in the control of noise, smoking and the behavior of their visitors. Moreover, visitors are subject to the Hospital's various safety and security policies. Visitors who pose a threat to patients or staff, or who fail to comply with Hospital rules, will be excluded in accordance with the terms of specific Hospital policy.

With respect to Psychiatric Patients, please refer to the 7 West Visitors Policy of the Department of Inpatient Behavioral Health, which addresses special issues in regard to visitation in the inpatient psychiatric unit. Also refer to other policies that address special aspects of visitation in areas such as the Emergency Room and the Family Birthing Center, such as the Department of Emergency Medicine "Policy on Visitors and Traffic, Control of," and the Family Birthing Center Visitors Policy. These policies are incorporated into this policy by this reference.

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