

Patient Bill of Rights

Cone Health has approved a Patient's Bill of Rights with the expectation that observing these rights will contribute to more effective patient care and greater satisfaction for the patient, his or her physician and the hospital. It is recognized that a personal relationship between the physician and the patient is essential for the provision of proper medical care, but that this relationship takes on a new dimension when care is rendered within a hospital setting. Legal precedent has established that the institution itself also has a responsibility to the patient. It is in recognition of these factors that these rights are affirmed.

Patient Rights:

Patients (and/or surrogate decision-makers) have the right to:

- Effective communication and respectful care without prejudice to race, color, religion, age, gender, gender identity, disability, sexual orientation, national origin or sensory impairment including access to interpreting services if needed.
- Complete current information from their physician concerning their diagnosis, treatment, and prognosis. When it is not medically advisable to inform the patient of this, the information will be made available to the patient's designee.
- Receive information from their physician to give informed consent prior to any procedure or treatment, except in an emergency situation where consent is unavailable and would compromise care.
- Participate in care decisions starting at admission through to discharge, including the right to have their own physician promptly notified of admission to the hospital.
- Refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her decision.
- Expect reasonable response to their requests for choice of care providers, services and continuity of care.
- Know, by name and profession, each person involved in their care.
- Considerate treatment by competent care providers.
- Freedom from neglect; abuse; humiliation; verbal, mental, physical, and sexual abuse; financial or other exploitation; and any form of retaliation.
- Maintenance of privacy, confidentiality, and security.

- Formulate an Advance Directive for care and have practitioners comply with this directive.
- Review the records pertaining to their medical care and receive an explanation if necessary, except when restricted by law.
- Examine and receive an explanation of their bill regardless of the source of payment.
- Give or withhold informed consent to produce or use recordings, films, photos or other media of the patient for purposes other than his or her care.
- Consent for and protection during research, investigation, and clinical trials.
- Be informed on how to express a complaint and have complaints reviewed by the organization in a timely manner, and to voice complaints freely without coercion, discrimination, retaliation, reprisal, or unreasonable interruption of care.
- Have pain assessed and managed throughout their stay.
- Know which rules and regulations apply to their conduct as patients.

Patient Responsibilities:

Patients have the responsibility to:

- Provide accurate and complete information about present complaint, past illnesses, medications, and other matters related to the patient's health.
- Ask questions when they do not understand what they have been told about their treatment course or care decisions.
- Follow the treatment plan as developed by the practitioner and express any concerns they have about the ability to follow the proposed plan. The hospital will make every effort to adapt the treatment plan to the patient's needs and limitations.
- Follow instructions, policies, rules, and regulations to support quality care for themselves and a safe environment for all individuals and act with consideration and respect for other patients, visitors, and staff.
- Meet financial commitments.