

# PATIENT RIGHTS

## *As a patient, you have the right to:*

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate a support person as well as visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
  - No visitors are allowed.
  - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
  - You have told the health facility staff that you no longer want a particular person to visit.

Kern Medical has established reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. In determining the appropriateness of visitation restriction the health care providers and hospital staff may exercise their best judgment, taking into account all aspects of patient health and safety. Visitation privileges may be restricted or terminated under circumstances that include, but are not limited to, the following: inappropriate, abusive, or threatening behavior; violation of any hospital policy, including but not limited to smoking, drug, or alcohol

***- CONTINUED ON OTHER SIDE -***

21. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
22. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status (except as required by federal law) or the source of payment for care.
23. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or calling Kern Medical Risk Management Department, 1700 Mount Vernon Avenue, Bakersfield, CA 93306 - 661.326.2000. Upon review of your grievance, you will be provided a written response within 30 days. The written response will contain the name of a person to contact at the

hospital, the steps taken to investigate your concerns, and the results of the grievance process. If you have completed the complaint process and continue to believe an injustice was done, you may request that your complaint be taken to the Grievance Committee for review and resolution.

24. File a complaint with the California Department of Public Health (CDPH) regardless of whether you use the hospital's grievance process. The phone number for the CDPH is: 661.336.0543. The address is: CDPH, Bakersfield District Office, 4540 California Ave, Ste. 200, Bakersfield, CA 93309.

These Patient Rights combine Title 22 and other California laws, The Joint Commission and Medicare Conditions of Participation requirements. (3/16)

# PATIENT RESPONSIBILITIES

*As a patient, you have the following responsibilities:*

1. To follow Kern Medical's rules, regulations, and policies affecting patient care and conduct.
2. To be considerate of Kern Medical facilities and equipment and use them in such a manner so as not to abuse them.
3. To respect the rights and property of other patients and Kern Medical personnel. Just as you want privacy, a quiet atmosphere and courteous treatment, so do other patients. You have the responsibility to follow the organization's rules and regulations, limit your visitors, follow non-smoking regulations, and use the telephone, television, and lights courteously so that you do not disturb others.
4. To conduct yourself in a respectful manner in communications and interactions with Kern Medical staff, patients, and visitors. This includes refraining from inappropriate, discriminatory, harassing, or abusive language and behavior.
5. To report to your physician and other healthcare professionals caring for you, accurate and complete information to the best of your knowledge about unexpected changes in your condition, present complaints, past illness, hospitalizations, medications and other matters relating to your health.
6. To provide a copy of your Advance Health Care Directive or Physician Order for Life-Sustaining Treatment (POLST) to be filed in your medical record, if you have one.
7. To ask questions of your doctor or nurse if you do not understand information or instructions, and to seek information about your health, plan of care, and what you are expected to do. If you don't understand the medical words they use, you are responsible to ask for a simpler explanation.
8. To recognize that Kern Medical is a teaching institution with a commitment to the education of future health care professionals. Patients receiving care at Kern Medical are part of this process.
9. To cooperate with members of Kern Medical's health care team who provide care to you.
10. To follow the treatment plan recommended by the practitioner primarily responsible for your care or tell your doctor if you believe you cannot follow through with your treatment. This plan may include following instructions of other health team members, as they implement the responsible practitioner's orders and carry out the plan of care.
11. To continue your care after you leave Kern Medical, including reading and understanding your Aftercare Instructions so you may know when and where to get further treatment and what you need to do at home to help with your care.
12. To keep appointments with your healthcare provider. If you need to cancel an appointment, you should do so at least 24 hours before your appointment time.
13. To accept the consequences of your own decisions and actions. You are responsible for your actions if you refuse treatment or do not follow your health care provider's instructions.
14. To fulfill your financial obligations for your healthcare by paying bills promptly. Late payments increase overall charges. You are responsible for working with your account representative to make payment arrangements and for providing the information necessary to determine how your hospital bill will be paid.
15. To advise your doctor, nurse, or hospital/agency representative of any safety concerns or questions you may have regarding your care or environment.