PATIENT RIGHTS AND CONCERN POLICY

ELECTRA HOSPITAL DISTRICTS'

NOTIFICATION OF PATIENT RIGHTS AND CONCERN POLICIES

Electra Memorial Hospital is committed to protecting and promoting each patient's basic rights. The purpose of this document if to notify each patient of such rights and resources available to them in the event they have concerns regarding these rights or other rights.

PATIENT RIGHTS

- The right of the patient to the hospital's reasonable response to the patient's requests and needs for treatment or service,within the Hospitals capacity, its stated mission and applicable law and regulation.

- The patient has a right to considerate and respectful care, which shall include consideration of the psychosocial, spiritual and cultural variables that influence the perceptions of illness.

- The dying patient had a right to considerate and respectful care that optimizes the comfort and dignity of the patient through:
  - Treating primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker.
  - Effectively managing pain.
  - Acknowledging the psychosocial and spiritual concerns of the patient and family regarding dying and the expression of grief by patient and family.

- The patient has the right, in collaboration with his/her physician, to make changes involving his/her health care including:
  - The right to receive written information as to right under state law to accept or refuse treatment and formulate advanced directives.
  - The right to accept medical care or refuse treatment to the extent permitted by law and to be informed of medical consequences of such refusal.

- With regard to advance directives:
  - The hospital has established a mechanism to ascertain the existence of and assist in the development of advance directives at the time of patient's admission.
  - The hospital shall not condition the provision of care on the existence of an advance directive; and
  - And advance directive shall be in the patient's' medical record and shall be reviewed periodically with the patient or surrogate decision maker is the patient has executed and advanced directive.

- The patient has the right to information necessary to enable him/her to make treatment decision that reflects his/her wishes. The medical staff and governing body of the Hospital shall develop a policy on informed decision making consent withall legal requirements.

- The patient has the right to receive, at the time of admission, information about the hospital's patients rights policies and the mechanism for the initiation, review and when possible, resolution of patient complains concerning the quality of care.

- The patient of the patient's designated representative has a right to participate in the consideration of ethical issues that arise in the care of the patient. The Hospital shall develop and have in place a mechanism of the consideration of ethical issues arising in the care of patients and shall develop and have in place a mechanism to provide education to caregivers and patients on ethical issues and health care.

- The patient has the right to be informed of any human experimentation or other research or educational projects affecting his/her care or treatment and refuse to participate in any such activity.

- The patient has the right, within the limits of the law, to personal privacy and confidentiality of information.

- The patient or the patient's legally designated representative has the right of access to the information contained in the patient's medical record, within the limits of the law.

- The patient's guardian, next-of-kin or legally authorized responsible person has the right to exercise, to the extent permitted by the law, the rights delineated on behalf of the patient if the patient:
  - Has be adjudicated incompetent in accordance with the law.
  - Is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure.
  - Is unable to communicate his/her wishes regarding treatment.
  - Is a minor.

PATIENT CONCERN PROCESS

Electra Memorial Hospital is committed to ensuring that each patient is treated with dignity and in accordance with all legal and ethical principles. To that end, the hospital has established a procedure for addressing patient concerns. The procedure requires the timely review of every written or oral concern brought to the attention of the hospital, as well as a report to the person who registers the concern on the results of the review. Should you desire to bring a concern to the attention of the hospital, please contact the Administrator or the Compliance Officer at (940) 495-3981.

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Should any patient desire to file a complaint against the hospital in addition to or instead of bringing the concern to the attention of the hospital, he or she may do so by contacting: Texas Department of Health, Health Facility Licensing Division, 1100 West 49th St, Austin, Texas 7856-3199
(888) 973-0022

ELECTRA
HOSPITAL DISTRICT
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