



Patient:  DOB:  Age:   
Account #:  MR #:  Sex: ☐ Stay Type: ☐  
Admitting Physician

## PATIENT RIGHTS

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

#### Access to Care

In accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulation, West Carroll Health Systems will not, directly or through contractual arrangements, discriminate on the basis of race, color, national origin or ability pay in its admissions or its provision of services and benefits, including assignments of transfers or referrals to or from the facility. Staff privileges are granted without regard to race, color or national origin.

In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulation, West Carroll Health Systems will not, directly or through contractual arrangements, discriminate on the basis of disability in admissions, access, treatment or employment. Amanda Grey, COO, has been designated as the Section 504 Coordinator for the implementation of this policy.

In accordance with the Age Discrimination Act of 1975 and its implementing regulation, West Carroll Health Systems will not, directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to normal operations or the achievement of any statutory objective.

Every patient has the right to receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.

Every patient, or his/her representative, shall whenever possible be informed of the patient rights and responsibilities in advance of furnishing or discontinuing patient care.

Patients have the right to have a family member, chosen representative and or his/her own physician notified promptly of admission to the hospital.

#### Respect and Dignity

The right to considerate, respectful care at all times and under all circumstances, with recognition of personal dignity.

#### Privacy and Confidentiality

The patient has the right, within the law, to personal and informational privacy, as shown by the following rights:

To refuse to talk with or see anyone not officially connected to the hospital, including visitors. In addition, the patient has the right to refuse to talk with or see anyone officially connected with the hospital but not directly involved in his/her care.

To wear personal clothing as long as they do not interfere with diagnostic procedures or treatment.

To be interviewed and examined in surroundings designed to assure reasonable privacy. This includes the right to have someone of your own sex present during certain parts of a physical examination, treatment, or procedure performed by a health professional of the opposite sex; and the right not to remain disrobed any longer than is required to accomplish the medical purpose for which you were asked to disrobe.

To expect that any discussion or consultation involving care will be conducted discretely.

To have the medical record read only by individuals directly involved in treatment and care.

To expect all communications and other records pertaining to care to be treated as confidential.

### **Personal Safety**

The patient has the right to expect reasonable safety insofar as the hospital's practices and environment are concerned. Patients have the right to be free from restraints of any form that are not medically necessary. Patient has the right to be free of abuse or harassment, and the right to receive care in a safe setting.

### **Identity**

The patient has the right to know the name, function and qualifications of individuals providing service; and to know which physician or other practitioner is primarily responsible for care.

### **Information**

The patient has the right to obtain from the attending physician the complete and current information concerning diagnosis (to the degree known), treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably be expected to understand. When it is not medically advisable to give such information, the information should be made available to a legally authorized individual. The patient has the right to refuse this information. The patient has the right to participate in the plan of care as much as possible.

### **Ethical Issues**

The patient has the right to participate in the consideration of ethical issues related to patient care with the attending physician as needed.

Every patient or representative (as allowed by state law) has the informed decisions regarding his/her care.

### **Communication and Visitation Rights**

The patient has the right of access to people outside the hospital by means of visitors, and by verbal and written communication. Every patient has the right to receive or deny any visitor including but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend and have the right to withdraw the consent at any time. West Carroll Memorial Hospital will endeavor to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences, as long as any pandemic guidelines are followed.

WCHS complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). WCHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

WCHS provides free aids and services to people with disabilities to communicate effectively with us, such as:

Qualified sign language interpreters (when available)

Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free an interpreter service to people whose primary language is not English

Qualified interpreters (when available)

Information written in other languages

If you need these services, contact Tracy McNeil, RN, DON. If you believe that WCHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with: Amanda Grey, 706 Ross Street, Oak Grove, LA 71263: telephone number (318) 428-3237; facsimile (318) 428-3230; e-mail mhibbard@wchsystems.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Amanda Grey is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights,

electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### **Consent**

The patient or the patient's authorized representative has the right to reasonably informed participation in decisions involving their health care, including a prompt response to questions and requests. To the degree possible, this should be based on a clear, concise explanation not be subjected to any procedure without voluntary, competent and understanding consent, or that of the legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient should be so informed. Patients have the right to know who is responsible for authorizing and performing the procedures or treatment. West Carroll Health Systems does not participate in experimental research.

The patient has the right to be informed if other healthcare and /or educational institutions are authorized to participate in the patient's treatment. The patient shall have the right to know the identity and function of these institutions, and may refuse to allow their participation in his or her treatment.

### **Advance Directives**

The patient has the right to formulate advance directives and have hospital staff and physicians who provide care comply with these directives.

### **Discharge Planning**

The patient has the right to be informed by the attending physician and other providers of health care services about any continuing health care requirements after his or her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.

### **Refusal of Treatment**

The patient has the right to refuse treatment to the extent permitted by the law.

### **Transfer and Continuity of Care**

The patient may not be transferred to another facility unless he has received an explanation of the need for the transfer. The patient has the right to be informed by the attending physician or transferring physician of any continuing healthcare requirements following discharge from the hospital. The patient has the right to receive assistance from the physician and appropriate hospital staff in arranging for follow up care after discharge if requested.

### **Hospital Charges**

Regardless of the source of payment for care, the patient has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the hospital; to timely notice prior to termination of eligibility reimbursement by any third party -payer. In addition, patients have the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for care; to know, upon request, and in advance of treatment, whether the healthcare provider or healthcare facility accepts Medicare assignment rate; to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.

**As a PATIENT, it is your responsibility to ...**

### **Provision of Information**

The patient has the responsibility to provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient's health status. Patients have the responsibility to report unexpected changes in their condition to the physician or mid-level practitioner and the patient is responsible for making it known whether they clearly comprehend a contemplated course of action and what is expected of the patient.

### **Compliance with Instructions**

The patient has the responsibility for following the treatment plan recommended by the physician primarily responsible for their care. This may include following the instruction of nurses and mid-level practitioners as they carry out the coordinated

plan of care and implement the physician's orders: and as they enforce facility applicable rules and regulations. Patients are responsible for keeping appointments and, when unable to do so for any reason, notifying the physician.

#### **Refusal of Treatment**

The patient is responsible for their actions including the refusal of treatment or not following the physician's instructions

#### **Financial Obligations**

The patient is responsible for assuring that the financial obligations of their healthcare are fulfilled as promptly as possible.

#### **Smoking**

The patient is responsible for following hospital rules and regulations affecting patient care and conduct, including the smoking policy. There is a designated smoking area in the courtyard. Nursing personnel will show each patient that smokes how to locate this area. **PATIENTS MAY NOT SMOKE ANYWHERE EXCEPT THIS AREA.** Patients are to inform the nursing staff when they exit to smoke and when they return. Depending on a patient's condition, the patient may not be allowed to smoke without a staff member present.

#### **Respect and Consideration**

The patient has the responsibility for being considerate of the rights of other patients and hospital personnel, and for assisting in the control of noise and the number of visitors. Patients are responsible for respecting the property of other persons and of the hospital.

#### **Complaints**

The patient has the responsibility to make complaints and constructive criticism known to our administration so that we can be aware and act accordingly. The patient has the right to make a verbal or written grievance. The patient may contact Amanda Grey, COO, to submit a verbal grievance at (318) 428-3237, or a written grievance may be submitted to:

**Amanda Grey, COO, West Carroll Health Systems, 706 Ross Street, Oak Grove, LA 71263.**

Upon receipt of your grievance, you will be contacted within four (4) working days of the steps taken on your behalf to investigate the grievance, and the results of the grievance process, and the date of completion.

Should this process not resolve your grievance, you may contact the Department of Health and Hospitals, Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, phone 225.342.0138, fax 225.342.5073, e-mail [hss.mail@la.gov](mailto:hss.mail@la.gov).

#### **Patients who are Minors**

The responsibilities noted above pertain to neonates, children and adolescents. They are to be exercised on behalf of the minor by the parents or guardian when so indicated.

**Patient:**

**Date:**

**Witness:**

**Date:**