

Patient Rights

POLICY

Southeast Health shall respect, protect, and support each patient's right to considerate care that safeguards his/her personal dignity, respects his/her cultural, psychosocial, and spiritual values, and contributes to his/her positive self-image. Southeast Health prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. Business relationships with patients and the public shall be conducted in an ethical manner.

1. The right to notification of his or her rights.
2. The right to exercise individual rights regarding care.
3. The right to be informed of the policies and procedures governing patient conduct and duties.
4. The right to designate a legal representative to act in his/her behalf.
5. The right to be informed of services available, the charges of these services, charges not covered by payor, and charges not included in the basic room rate.
6. The right to appeal premature discharge.
7. The right and need for effective communication. This includes the right to be informed by a physician of his/her medical condition unless the physician orders otherwise. The patient can expect to be advised if the hospital proposes to engage in or perform human experimentation affecting his/her care or treatment. (The patient is given the opportunity to take part in planning his/her medical treatment and given the choice of participating in experimental research to include refusing to participate in research projects.) The patient can also expect if he/she has a special problem or speaks another language, the hospital will provide assistance to accommodate the need.
8. The right to receive from his/her physician information necessary to give informed consent prior to the start of any procedure and/or treatment.

9. The right to formulate advance directives (which may include living wills, durable power of attorney for healthcare decisions, or similar documents portraying his/her preference) and to designate a representative decision-maker in the event the patient becomes incompetent to make healthcare decisions. Once completed the patient has the right to review and/or revise his/her advance directive.
10. The right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
11. The right to expect that every consideration of his/her privacy regarding medical program, case discussion, consultation, examination and treatment are confidential and should be treated discreetly. Those not directly involved in his/her care should have permission of the patient to be present or share information.
12. The right to expect that, within its capacity, a hospital must make a reasonable response to the request of a patient for service. When medically permissible, a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for, and alternatives to such a transfer. The institution to which the patient is to be transferred must accept the patient prior to transfer.
13. The right to access the clinical records as quickly as the record keeping system permits.
14. The right to care and treatment in a safe environment free of all forms of abuse or harassment, to include mental, physical, sexual, verbal abuse, neglect and exploitation. The patient may also ask for protective services or ask for information regarding agencies and services to meet his/her needs.
15. The right to expect reasonable continuity of care to include the prompt notification of patient's physician upon admission. The patient has the right to expect that the hospital will provide a mechanism whereby he/she is informed by his/her physician (or physician's designee) of the patient's continuing healthcare requirements following discharge.

16. The right to know at all times the identity, professional status, and professional credentials of healthcare personnel, as well as the name of the healthcare provider primarily responsible for his/her care.
17. The right to have a family member, friend, or other individual to be present for emotional support during the course of stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.
18. The right to be informed of the healthcare facility's patient grievance process.
19. The right to examine and receive an explanation of his/her bill regardless of source of payment.
20. The right to be treated with consideration, respect and full recognition of dignity and individuality, including treatment and care of personal needs.
21. The right to freedom from restraints used in the provision of acute medical and surgical care unless clinically indicated.
22. The right to freedom from restraints used for the management of behaviour unless clinically indicated.
23. The right to have reports of pain accepted and managed by health care professionals.
24. The right not to be photographed or have an image captured in any media form unless permission is given by the patient.
25. The right to be informed (or support person, where appropriate) of his/her visitation rights. Visitation rights include the right to receive the visitor(s) designated by the patient, including but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.

Patient Responsibilities

POLICY

The care the patient receives depends partially on the patient. Therefore, in addition to these rights, a patient has certain responsibilities as well. These responsibilities are presented in the spirit of mutual trust and respect.

1. Knowing and following the rules and regulations of the hospital as outlined in the patient information guide.
2. Securing his/her valuables either by sending the items of value home or by placing them in Southeast Health's safe until discharge.
3. Providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other health matters to his/her physician, or appropriate caregiver.
4. Telling the physician or nurses about any changes in his/her health;
5. Responding to the caregivers in a considerate and respectful manner;
6. Talking with the physician, nurse manager, charge nurse or other appropriate personnel if the diagnosis, treatment or prognosis is not understood;
7. Notifying the physician if he/she has implemented a change in his/her advance directive;
8. Being considerate of the rights and property of other patients and assisting in the control of noise, smoking, and number of visitors;
9. Respecting the privacy of other patients;
10. Fully disclosing any and all health and liability insurance policies, and assuring that financial obligations for his/her healthcare are fulfilled as promptly as possible.
11. Accepting the risks of problematic outcomes if he/she chooses to refuse care or recommended treatment options;

12. Expressing any concern that he/she may have regarding his/her care at Southeast Health. The patient will be encouraged to talk with one of the following:

- Nurse or caregiver
- Charge Nurse or Supervisor
- Nurse Manager or Department Director
- Call the "Speak-Up Patient Hotline" at 334-793-8720

The patient may also submit his/her concern in writing to either:

Southeast Health	AL Dept. of Public Health
ATTN: Quality Management or	Bureau of Health Provider Standards 1108
P.O. Box 6987	Providers Services Unit
Dothan, AL 36302	P.O. Box 30317
	Montgomery, AL 36130-3017
	Toll Free: 800-356-9596

DNV provides five channels for submitting a hospital complaint:

Website:	https://www.dnvhealthcareportal.com/patient-complaint-report
Email:	hospitalcomplaint@dnv.com
Phone:	866-496-9647
Fax:	281-870-4818
Mail:	DNV Healthcare USA Inc.
	Attn: Hospital Complaints
	4435 Aicholtz Road, Suite 900
	Cincinnati, OH 45245