

PATIENT RIGHTS and RESPONSIBILITIES

In keeping with E.A. Conway Medical Center's mission, philosophy, and commitment to provide quality health care, this organization recognizes, protects and promotes the following rights for each patient, to include, as appropriate, the patient's legally authorized representative.

Patient rights include:

- ◆ Receive upon request policies related to patient rights.
- ◆ Be informed of E.A. Conway Medical Center's complaint/grievance process and to voice complaints or concerns without affecting your case or treatment.
- ◆ E.A. Conway Medical Center addresses the resolution of complaints and grievances from patients and families.
- ◆ Accept or refuse medical care to the extent permitted by law, or to change your mind regarding your care.
- ◆ Be informed of E. A. Conway Medical Center's rules and regulations applicable to patient care and conduct.
- ◆ Participate in the development and implementation of your plan of care and make decisions regarding your care, including pain management.
- ◆ Make informed decisions regarding your care, including being informed of your health status, being involved in your care planning and treatment, and being able to request or refuse treatment.
- ◆ Formulate advance directives and to have E. A. Conway Medical Center staff and practitioners who provide care comply with these directives in accordance with the law.
- ◆ Personal Privacy that preserves dignity and contributes to a positive self-image.
- ◆ Receive care in a safe environment, free from all abuse or harassment.
- ◆ Confidentiality of your clinical records in accordance with law.
- ◆ Access information contained in your clinical record within a reasonable time frame.
- ◆ Be free from restraints, of any form, that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff for acute medical or surgical care.
- ◆ Be free from seclusion and restraints, of any form, imposed as a means of coercion, discipline, convenience or retaliation by staff for behavioral management.

- ◆ Receive reasonable access to care.
- ◆ Care that is considerate and respectful of personal values and beliefs.
- ◆ Participate in ethical issues that may arise in the course of your care.
- ◆ Receive information about your clinical experiments, research or educational projects affecting your care and treatment including the expected benefits, potential discomforts and risks and alternatives that may also be available.
- ◆ To be informed about the outcomes of care, including unanticipated outcomes.
- ◆ Receive a reasonable response to requests for treatment or service.
- ◆ Appropriate assessment and management of pain.
- ◆ E.A. Conway addresses the wishes of the patient relating to end of life decisions.
- ◆ Access to protective and advocacy services.
- ◆ E.A. Conway Medical Center respects the patient's right to and need for effective communication.
- ◆ Neonates, children and adolescents or other patients lacking decision making capacity who are treated at this facility are guaranteed these same rights. A parent, legal guardian, or surrogate decision-maker may address any concern with the health care provider on behalf of the patient who is a minor or lacks decision-making capability.
- ◆ Prisoners treated at this facility are entitled to these same rights unless prohibited by law enforcement regulations.

RIGHTS OF PERSONS WITH MENTAL ILLNESS

If you are a person with mental illness who is admitted to a treatment facility (e.g. public or private hospital, community facility for individuals with mental illness, halfway house, or substance abuse facility), you have the following rights provided under Louisiana Law (R.S. 28:171).

- ◆ The right to an attorney and the right to communicate with your attorney in a private place at all times.
- ◆ The right to a copy of your rights in a language you understand.
- ◆ The right to communicate privately with persons that you choose by mail, telephone and visits.
- ◆ The right to talk on the telephone and have visitors.
- ◆ The right to wear your own clothes and keep personal things.

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Rights of Patients with Mental Illness Continued:

- ◆ **The right to spend a reasonable amount of money on small items, snacks, and soft drinks.**
- ◆ **The right to have a private space for your personal things.**
- ◆ **The right to receive appropriate therapeutic care which may include restraint and/or seclusion cannot be used to punish or discipline you .**
- ◆ **The right to receive appropriate medicine as ordered by your doctor.**
- ◆ **The right to a treatment plan that is set up to meet your individual needs.**
- ◆ **The right to receive treatment in a place that allows you to have the most freedom possible.**
- ◆ **The right to leave the facility when your condition improves enough so that you can receive treatment in the community.**
- ◆ **The right to have a private doctor examine you at your own expense.**

Individual hospitalization or judicial commitment does not mean loss of your rights to make decisions about your life. You retain that right unless a court has declared you incompetent (interdicted) and has appointed a curator to be legally responsible for you.

If you believe your rights have been violated or you need more information, call toll-free (800) 960-7705 (voice and TDD) or visit the Advocacy Center website at <http://www.advocacyla.org>

PATIENT RESPONSIBILITIES

As a patient at LSUHSC/E. A. Conway Medical Center, you are responsible for providing accurate and complete information about present and past illnesses, hospitalizations, medications and other matters relating to your health.

As a patient of LSUHSC/E. A. Conway Medical Center, it is your responsibility to:

- ◆ **Follow the treatment plan recommended by your care givers**
- ◆ **Accept personal responsibility if you refuse treatment**
- ◆ **Comply with all hospital rules and regulations**
- ◆ **Recognize and respect the rights of other patients, families, and staff and for assisting in the control of noise and the number of visitors.**
- ◆ **Respect hospital property and the property of others.**
- ◆ **Report perceived risks and unexpected changes in your condition to your health care provider**
- ◆ **Provide a copy of your Advanced Directives, Living Will, Durable Power of Attorney for Healthcare, and organ/ tissue donation authorizations.**
- ◆ **Adhere to the Medical Center's NO Smoking policy**
- ◆ **Fulfill your financial obligations**

You are encouraged to ask questions about anything you don't understand pertaining to your health care.