

Name of Policy:	<a href="#">Patient Rights and Responsibilities</a>	
Policy Number:	3364100-60-02	
Department:	Hospital Administration	

(4) PRIVACY & CONFIDENTIALITY

The patient has the right, within the law, to personal and informational privacy, as manifested below:

- (a) To refuse to talk with or see anyone not officially connected with the hospital, including visitors, family

record in accordance with established procedures. The patient has the right to know the names and titles of caregivers and doctors.

(9) COMMUNICATION

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, he/she should have access to an interpreter. This is particularly true for patients who are hearing impaired.

(14) RESOLUTION OF COMPLAINTS/GRIEVANCES

The patient has a right to express complaint and obtain resolution of the conflict. See Policy 3364100-60-01, Complaint/Grievance Management, for guidelines. Patients are given information about the hospital's mechanism for the initiation, review and, when possible, resolution of patient concerns.

(15) CONSULTATION

The patient/surrogate, at his own request and expense, has the right to request a consult with a specialist of his/her choice. They have a right to request a change of provider or second opinion if desired.

(16) REFUSAL OF TREATMENT

The patient/surrogate may refuse treatment to the extent permitted by law and has the right to be informed of the medical consequences of refusal. When refusal of treatment by the patient/surrogate prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated u

## RESPONSIBILITIES

### (1) GIVING INFORMATION

A patient/surrogate has the responsibility to provide, to the best of his/her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his/her health. The patient/surrogate is responsible for reporting unexpected changes in his/her condition to the responsible provider. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and the expected outcome. Patients/surrogates are responsible for providing a copy of any valid advance directive to UTMC personnel (n)12.1 t 0 Tc 0.003 nPt(s)9.1t 0 T -0.0 u 7 Tm (26 -8.0 Tm (21 TwM5.4 (m)5.4 (

The term "Surrogate" as used in this policy shall refer to an adult with intact decision making capacity who

- a) a parent or legal guardian of a minor patient
- b) a representative of a patient who lacks decision making capacity (may be a Durable Power of Attorney for Health Care or a legal guardian).

Approved by:  _____ /s/ Richard Swaine Chief Executive Officer UTMC  Review/Revision Completed By: HAS Customer Care Office of Legal Affairs HSC	Review/Revision Date: 10/14/93 5/28/2008 05/2018 9/3/96 12/29/2009 5/2021 9/23/98 12/13/2010 6/2024 8/20/01 6/3/2011 8/4/04 2/1/2012 8/8/07 2/1/2015
Policies Superseded by This Policy 7-60-2	Next Review Date: 6/1/2027