

PATIENT RIGHTS

As a patient of the hospital, you can expect information about pain and pain relief measures. Although all pain may not be totally eliminated, every effort will be made to maximize your comfort.

- to have PMC respect, protect and promote your rights, including the right to be viewed as an individual with unique health care needs to which we will respond to in a considerate and positive manner respectful of your personal values, beliefs and dignity
- to participate in the development and implementation of an individualized plan of care
- to make informed decisions regarding your care, including being informed of your health status, being involved in your care planning and treatment, and to accept or refuse treatment (to the extent allowed by law) after being informed of the expected benefits, potential discomforts, risks, alternative therapies and procedures to be followed. Refusal of treatment will not affect your access to hospital services
- to have a family member/representative of your choice and your own physician notified of your admission to the hospital
- to have PMC address your decisions about care, treatment and services received at the end of life, including the right to formulate or review and revise advance directives and to have those honored
- to receive information in an understandable way about the individual(s) responsible for, as well as those providing, your care, treatment and services
- to receive care in a safe setting, have personal privacy and confidentiality of information within the requirements of the law
- to an environment that preserves dignity and contributes to a positive self-image
- to an environment free from discrimination due to age, education, gender identity or expression, geographic location, language, physical or mental ability, race or ethnicity, religion or culture, sexual orientation or social and/or economic status
- to have access to internet, interpretative services and transportation assistance if needed to receive care
- to the confidentiality of your clinical records and to access information contained in your clinical records within a reasonable time
- to receive appropriate information about and give informed consent prior to being involved/enrolled in any research, investigations or clinical trials
- to be cared for in an environment that is free from all forms of abuse or harassment
- to be free from corporal punishment; neglect; exploitation; and verbal, mental, physical and sexual abuse
- to have complaints reviewed by PMC and to access protective and advocacy services
- to ask and be informed of:
 - » hospital policies and practices that relate to patient care, treatment and responsibilities
 - » available resources for resolving disputes, grievances and conflicts, such as the ethics committees, patient representatives or other mechanisms available
 - » PMC's charges for services and available payment methods
- to receive, subject to your consent (or your support person, when appropriate) visitors whom you designate, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member or friend and your right to deny or withdraw consent at any time
- to be informed about any restrictions or limitations on visitation due to your medical condition or environment. PMC does not restrict or limit visitation due to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression
- to be free from restraint or seclusion of any form imposed as a means of coercion, discipline, convenience or retaliation (Restraint or seclusion, if less restrictive interventions have been determined to be ineffective, may be used to ensure immediate physical safety of yourself, PMC staff members, or others and must be discontinued at the earliest possible time.)
- to safe implementation of restraint or seclusion by trained staff
- to give or withhold informed consent to produce or use recordings, films or other images of you for purposes other than your care
- to be informed about your responsibilities related to your care, treatment and services
- to have access to internet, interpretative services and transportation assistance if needed to receive care

PATIENT RESPONSIBILITIES

As a patient at this hospital, we expect that you will ask your doctor or nurse about pain and pain management. Staff will discuss relief options and we expect that you will work with your doctor and nurse to develop a pain management plan for you. We expect that you will ask for pain relief when your pain first begins, help your doctor and nurse to assess your pain and tell your doctor or nurse if your pain is not relieved. If you have any worries about taking your prescribed pain medication, we expect that you will discuss this with your doctor or nurse.

You are responsible to participate in decision making of treatment, including providing accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other health related matters. You and your family should report any perceived risks in your care as well as any unexpected changes in your condition.

You and your family are responsible to ask questions when you do not understand your care, treatment and service and what you are expected to do.

You are responsible for your actions if you refuse treatment; do not follow your care, treatment and service plan; do not follow instructions; or do not abide by PMC's rules and regulations affecting patient care and conduct.

You are responsible for supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed independent practitioners.

You are responsible to refrain from taking unauthorized or illegal drugs.

You have the responsibility to refrain from bringing alcohol, weapons or illegal substances onto the premises. Pikeville Medical Center will seek to search with reasonable cause when prohibited items are suspected.

You are responsible for being respectful of PMC's and staff's property. You have the responsibility of being considerate of other patients and their property and for assisting in control of smoking, visitors and noise.

You are responsible for assuring that financial obligations of your health care are fulfilled as promptly as possible.

If you are a parent and/or guardian of an infant, child or adolescent patient, you have the above responsibilities on behalf of the patient.

You are responsible to notify PMC upon admission if you have a Living Will/Advance Directive.