

Helen Keller Hospital

Patient Rights & Responsibilities

PATIENT RIGHTS

<p>The basic rights of all patients at Helen Keller Hospital are:</p> <ol style="list-style-type: none"> 1. Hospital care shall be provided impartially without regard to race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression. 2. Patients are entitled to respectful treatment delivered in a safe environment that preserves dignity and contributes to a positive self-image. 3. Patients have the right to effective communication tailored to the patient's language and ability to understand. 4. Patients have the right to personal and informational privacy. This includes the right to: <ol style="list-style-type: none"> a. Refuse to see or talk with anyone not officially affiliated with the hospital or involved directly with his/her care; b. Examination in reasonably private surroundings, including the right to request a person of one's own gender present during certain physical examinations; c. Have one's medical records read and discussed discreetly; d. Access, request amendment to and obtain information on disclosures of his/her health information. e. Confidentiality regarding one's individual care and/or payment sources; d. Data Privacy Rights as described in the Notice of Privacy Practices. 5. Patients have the right to wear appropriate personal clothing, religious or other symbolic items that do not interfere with prescribed treatments or procedures. 6. Patients have the right to receive information about the individuals responsible for providing their care and treatment. 7. Patients are entitled to know the status of their condition, including their diagnosis, recommended treatment and prognosis for recovery. 	<ol style="list-style-type: none"> 8. Patients have the right to be free from physical restraints which are not medically indicated or necessary. 9. The hospital protects patients by providing freedom from neglect, exploitation, verbal, mental, physical and sexual abuse. 10. Patients have the right to access protective and advocacy services. 11. Patients have the right to make decisions about care, treatment and services received at end of life. 12. Patients have the right to participate in decisions involving their care, treatment, and services, including the right to refuse care, treatment or services. 13. Patients are entitled to formulate advance directives and appoint a surrogate to make decisions for them when they are unable to make decisions about their care, treatment and services. 14. Patients are entitled to receive an itemized, detailed explanation of charges related to services rendered in their behalf. 15. Patients will not be transferred to another facility or location without explanation of the necessity for such action. 16. Patients have the right to appropriate assessment and management of pain. 17. Patients have the right to the presence of a family member, friend, or other individual to provide emotional support during his/her course of stay, subject to their consent. This consent may be withdrawn at any time. 18. Patients have the right to have their complaints or those of their family reviewed by the hospital. 19. Patients have the right to information and protection regarding proposed research, investigation and clinical trials.
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PATIENT RESPONSIBILITIES

<ol style="list-style-type: none"> 1. Patients are responsible for providing the hospital and its practitioners with complete and accurate information regarding present and past illnesses and operations, hospitalizations, medications and other health-related issues, including any unanticipated changes in their condition. 2. Patients are responsible for following recommended treatment plans prescribed and asking questions or acknowledging when he or she does not understand the treatment course or care decision. 	<ol style="list-style-type: none"> 3. Patients who refuse prescribed treatments or do not follow their practitioner's instructions assume full responsibility for the consequences of such actions. 4. Patients are responsible for ensuring prompt and complete payment of their hospital bills. 5. All patients must support mutual consideration and respect by maintaining civil language and conduct in interaction with staff and physicians. This includes respect for the rights and property of other patients and hospital personnel, as well as responsibility for the actions of their visitors and guests.
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PATIENT QUESTIONS OR CONCERNS:

Our goal is that you have an excellent experience during your stay at Helen Keller Hospital. If at any time you have a question or concern you may:

- Ask to speak to the charge nurse, unit director, or department manager on your floor
- Call the hospital nursing supervisor's office as 256-386-4048 (or extension 4048 inside the hospital), If after 4:30 p.m. or on the weekends, call 256-762-0553
- Contact hospital's administrative offices at 256-386-4556

HH Health System – Shoals, LLC dba Helen Keller Hospital
1300 South Montgomery Avenue
Sheffield, AL 35660

Excellence is our goal! All patient concerns or complaints will be handled courteously and promptly. The patient or family member will be advised of subsequent action taken.

Patient and family members also have the right to access the following governmental agencies:

Alabama Department of Public Health • The RSA Tower • 201 Monroe Street • Montgomery, AL 36104 • (800) 356-9596

Center for Medicare and Medicaid Services • KEPRO, the Quality Improvement Organization
 5700 Lombardo Center Drive, Suite 100 • Seven Hills, OH 44131 • (844) 430-9504

Joint Commission • The Joint Commission Office of Quality and Patient Safety
 One Renaissance Boulevard • Oakbrook Terrace, Illinois 60181 • (800) 994-6610 • Email: patientsafetyreport@jointcommission.org Fax (630-792-5636)

This material is provided by Helen Keller Hospital. The content is considered an important tool in educating you about issues related to your health care. It is provided to you as part of that care.