

Lakeview Hospital

Patient Rights

ADM-008

Approval Body:	Lakeview President/CEO	Effective Date: 4/ 1991	Date of initial approval: 4/91
Sponsor:	Manager, Case Management	Reviewed Date:	9/95, 2/00, 9/01, 2/02, 3/06 5/11
Manual:	Administration	Revised Date:	4/96, 3/98, 11/09, 12/11, 7/12, 6/14

Policy Statement:

All inpatients including adults, and in the case of neonates, children, adolescents and legally incompetent individuals, the guardian or legal representative, are informed of and granted their rights as a patient in accordance with the Minnesota Patient Bill of Rights and Federal Conditions of Participation. Patients have the right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital. Patients and their families/representatives will be treated with respect and courtesy during their stay at Lakeview Hospital.

Appropriate medical and nursing care will be provided to all patients regardless of and in consideration of their race, creed, color, nation of origin, sex, gender identity, sexual orientation, disability, and payor source. Emergency patients will also be provided medical evaluations regardless of their ability to pay. Information about the risks, benefits and alternatives relative to a given diagnosis(es) and treatment(s) will be provided to our patients and/or their designated representative as appropriate. Patients, their families/representatives are encouraged to participate in their care. Lakeview Hospital will actively work to involve patients in decisions regarding their healthcare.

Patient privacy and confidentiality will be respected at all times. Specific privacy will be provided and respected when personal cares, treatments and/or exams are performed, during telephone calls and when visiting with friends and relatives. Hospital personnel will keep all services and medical records confidential and will be discussed only when required for patient care concerns.

Patients have full access to visitors, mail, and telephone calls. Any restrictions on such activities are evaluated for their therapeutic effectiveness. Such restrictions shall be made with patient, family/representative participation and are fully explained to the patient and their family and ordered by the attending physician.

Patients have the right to refuse care except in circumstances where prohibited by law. No patient will be involved in experimental treatment or research unless the patient has been fully informed of the expected benefit, potential discomforts, potential risks, alternative treatment methods and their advantages/disadvantages, and specifically expresses his/her written consent. In no case shall a patient's refusal of care negatively impact the delivery of other services to the patient. All patients have access to an ethics consult at their request.

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An effective grievance mechanism is established and will be communicated to patients for their use should Lakeview Hospital fail to meet all patient rights as outlined in the Minnesota Patient Bill of Rights and CMS Conditions of Participation. Patients and their families will be provided any necessary assistance to file a grievance. In no case shall the filing of a grievance negatively impact or limit the services or care provided to the patient.

A copy of the Patient Bill of Rights and Patient Grievance Procedure will remain posted near the admitting office and emergency department.

Unresolved concerns may be brought forward to the Lakeview Hospital Patient Representative at 651-430-8535.

Specifically we recognize the patient's right to:

- To have family member/representative and personal physician notified promptly of admission to hospital.
- Information about Their Rights prior to receiving or discontinuing patient care.
- Courteous Treatment
- Appropriate Health Care
- Physician Identification
- Relationship with Other Health Services
- Informed Consent
- Participate in Planning Their Care
- Continuity of Care Givers
- Refuse Care
- Refuse Participation in Experimental Treatment/Research
- Freedom from all forms of abuse or harassment.
- Privacy (Treatment, Personal and Communication)
- Confidentiality
- Know Services and Associated Costs
- Responsive Service
- Voice Grievances
- Retain and Use Personal Property
- Not to Perform Services for Facility
- Protection and Advocacy Services
- Communication Disclosure and Right to Associate

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- Pain Free and Dignified Death
- Freedom From Physical or Chemical Restraint and Isolation
- Appropriate Spiritual Care
- An Ethics Consult
- Formulate advance directives and have hospital staff comply with directives
- Access information contained in his/her record within a reasonable time frame
- Effective pain management

Procedure or Special Instructions:

1. Admitting staff and/or Nursing will provide inpatients with a written copy of the Patient Bill of Rights.
2. Upon Request, Admitting staff and/or Nursing will provide outpatients with a written copy of the Patient Bill of Rights.
3. Staff will follow Lakeview Hospital policy/procedure for Patient/Family Complaints (See ADM-151).
4. When appropriate a Social Worker will provide information to patients and/or family regarding protective or advocacy services.
5. The potential impact of any refusal of treatment should be thoroughly explained to the patient and well documented in the medical record. An "Against Medical Advice" release form should be signed by the patient.
6. The Patient Bill of Rights will be a part of orientation for all new employees.

References:

1. ADM-PHR-916 Investigational Drugs
2. ADM-151 Patient/Family/Customer Complaints
3. ADM-MED-700 Institutional Review Board
4. ADM-PTC-616 Ethical Decision-Making Process
5. ADM-003 Patient/Family Request for Special Security Service
6. Patients Bill of Rights - MHA
7. CMS – Conditions of Participation – Patient Rights

Addendums:

None