

## **PATIENT BILL OF RIGHTS**

1. A patient has the right to be treated with courtesy and respect for your cultural, psychological, spiritual and personal values, beliefs and preferences, as well as with appreciation of his or her individual dignity, and with protection of his or her need for privacy and safety.
2. A patient has the right to a prompt and reasonable response to questions and requests.
3. A patient has the right to know what patient support services are available, including whether an interpreter is available if he or she does not speak English.
4. A patient has the right to know what rules and regulations apply to his or her conduct.
5. A patient has the right to participate in their plan of care and to be given by the health care provider information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis in a language and manner that you understand.
6. A patient or his/her representative has the right to make informed decisions regarding his or her care, and request or refuse any treatment, except as otherwise provided by law.
7. The patient has the right to formulate Advance Directives, and to appoint a surrogate to make health care decisions on his or her behalf to the extent permitted by the law.
8. The patient has 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.
9. The patient or patient's family has the right of informed consent of donation of organs and tissues.
10. A patient has the right to personal privacy.
11. The patient has the right to receive care in a safe setting.
12. A patient has the right to be free from all forms of abuse and harassments.
13. The patient has the right to expect that all communications and clinical records pertaining to his care be treated as confidential.
14. The patient has the right to access the information contained in his or her medical records, within a reasonable timeframe and within the limits of the law.
15. The patient has the right to freedom from seclusion and restraints used in behavior management unless clinically necessary. Westchester General Hospital may only use

restraints or seclusion for behavior management in emergency situations if necessary to ensure the patient's physical safety, and less restrictive interventions have determined to be ineffective.

16. The patient has the right to be free from unnecessary use of physical or chemical restraint, and or seclusion as a means of coercion, convenience, or retaliation.
17. A patient has the right to be fully informed if medical treatment is for the purposes of experimental research, and to give his or her consent or refusal to participate in such experimental research.
18. A patient has the right to know the professional status of those who are providing medical services and who is responsible for his or her care.
19. The patient has the right to know the reasons for any proposed change in the Professional Staff responsible for his/her care.
20. The patient has the right to know the reasons for his or her transfer either within or outside the facility.
21. The patient has the right to know the relationship(s) of the facility to other persons or organizations participating in the provision of his or her care.
22. A patient has the right to receive, upon request, prior to treatment, a reasonable estimate of charges for medical care.
23. A patient has the right to be informed of the source of the hospital's reimbursement for his/her services, and of any limitations which may be placed upon his/her care.
24. A patient has the right to be given, upon request, full information and necessary counseling on the availability of known financial resources for his or her care.
25. A patient who is eligible for Medicare has the right to know, upon request, and in advance of treatment, whether the health care provider or health care facility accepts Medicare assignment rate.
26. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill, and upon request, to have the charges explained.
27. A patient has the right to impartial access to medical treatment or accommodations regardless of race, sex, national origin, religion, physical handicap, or source of payment.
28. A patient has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
29. A patient has the right to express grievances regarding any violation of his or her rights

as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her, and to the appropriate state licensing agency.

30. The patient is informed of the right to have pain treated as effectively as possible. to be given appropriate assessment and management of his or her pain, and to be involved in decisions about managing pain.
31. A patient has the right to have family involved in decision making with permission from the patient or his or her surrogate.
32. A patient has the right to participate in decisions about his or her care at the end of life with competent attention to your physical, psychological, spiritual and cultural needs.
33. A patient had the right to have their visitors enjoy full and equal visitation consistent with the patients preferences, unless the individuals' presence infringes on others' rights or safety, or is medically or therapeutically contraindicated.
34. The patient has the right to impartial access to visitors, regardless of race, color, national origin, religion, gender identity, sexual orientation, or disability.
35. A patient (or support person, where appropriate) has the right to be informed of his or her visitation rights, including any clinical restriction or limitation on such rights.
36. A patient (or support person, where appropriate) will be informed of the right, subject to his or her consent to receive visitors whom he or she designates, including, but not limited to a spouse, domestic partner (including same sex partner), another family member or friend, and his or her right to withdraw or deny such consent at any time.