

*All hospital policies, including patient rights and patient responsibilities, apply to all hospital patients including neonates, children, and adolescent patients, as well as their patients and/or guardians.*

### **You have the right to:**

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for you cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have family members (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Known the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
7. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe

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chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.

10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communication and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements following discharge from the hospital. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
  - a). No visitors are allowed.
  - b). The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.

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- c). You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to age, sex economic status, educational background, race, color, religion, ancestry, national origin, disability, medical condition, sexual orientation, martial status or the source of payment for care.
22. File a grievance without fear of reprisal. If you want to file a grievance with this hospital, you may do so by writing or by calling the designated **PATIENT SATISFACTION LINE** at:

**4650 Lincoln Blvd., Marina del Rey, CA 90292  
(310) 823-8911, ext. 5212**

Your grievance will be reviewed and you will be provided with a written response within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

You may also contact the Joint Commission for Accreditation of Healthcare Organizations' Office of Quality Monitoring directly for concerns regarding the quality of care and patient safety at the hospital.

Office of Quality Monitoring, Joint Commission  
One Renaissance Boulevard, Oakbrook Terrace, IL 60181  
(800) 994-6610

File a complaint with the Department of Health Services regardless of whether you use the hospital's grievance process. The Department of Health Service's telephone number and address is:

Los Angeles County Department of Health Services  
555 Ferguson Drive, Suite 320, Commerce, CA 90022  
(323) 869-8500

# Patient Rights & Responsibilities

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## PATIENT RESPONSIBILITIES

- Provision of Information  
A patient 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. He/she has the responsibility to report unexpected changes in his/her condition to the responsible practitioner. A patient is responsible for reporting whether he/she clearly comprehends a contemplated course of action and what is expected of him/her.
- Compliance with Instructions  
A patient is responsible for following the treatment plan recommended by the practitioner responsible for his/her care. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the responsible practitioner's orders, and enforce the applicable hospital rules and regulations. The patient is responsible for keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.
- Refusal of Treatment  
The patient is responsible for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
- Hospital Charges  
The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
- Hospital Rules and Regulations  
The patient is responsible for following hospital rules and regulations affecting patient care and conduct. These rules and regulations prohibit offensive, threatening or abusive language or behavior, or the use of tobacco, alcohol or illicit drugs or substances.
- Respect and Consideration  
The patient is responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors. The patient is responsible for being respectful of the property of other persons and of the hospital.
- Safety  
The patient is encouraged to report safety concerns to hospital staff.

*This Patient Rights document incorporates the requirement of the Joint Commission on Accreditation of Healthcare Organizations; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and C.F.R. Section 482.13 (Medicare Conditions of Participation).*