



Statement of Hospital Patient Rights and Responsibilities

The Henderson Health Care ("Hospital") Board of Directors, the Hospital Medical Staff and the Hospital Administration agree on the common goals of providing quality patient care and service. Accordingly, it is our purpose to create an environment conducive to the healing process, recognizing that the patient's perception of, and responses to, his/her environment are important factors in progress and recovery.

Hospital Patient Rights:

1. Respectful and safe care given by competent personnel.
2. Be informed of patient rights during the admission process.
3. Be informed in advance about care and treatment and of any change thereto.
4. Participate in the development and implementation of a plan of care and any change thereto.
5. Make informed decisions regarding care and to receive information necessary to make decisions.
6. Refuse treatment and to be informed of the medical consequences of refusing treatment.
7. Formulate advance directives and to have the Hospital comply with the directives unless the Hospital notifies the patient of the inability to do so.
8. Personal privacy and confidentiality of medical records.
9. Be free from abuse, neglect and exploitation.
10. Access information contained in his/her medical record within a reasonable time frame after requesting such access or information, subject to limited circumstances where the attending physician determines it would be harmful to disclose the information to the patient for therapeutic reasons.
11. Be free from chemical and physical restraints that are not medically necessary.
12. Receive hospital services without discrimination based on race, color, religion, gender, national origin, or payer. The Hospital is not required to provide uncompensated or free care and treatment unless otherwise require by law.
13. Voice complaints and file grievances without discrimination or reprisal and have those complaints and grievances addressed. Any complaints or unresolved needs should generally be addressed by informal communication with the nursing staff. If such communication does not resolve the issue, then the patient should speak with a member of the Hospital administration.
14. Have his/her physician and a family member or representative of his/her choice notified promptly of his/her admission to the Hospital.
15. Access an appropriate interpreter, whether the patient's own or one engaged by the Hospital, if the patient has difficulty communicating in English.
16. Obtain financial aid or financial counseling.

Hospital Patient Responsibilities:

The success of a patient's care depends in part on the patient's own decisions. Therefore, a patient has certain responsibilities in addition to the patient's rights. Specifically, each patient admitted to Henderson Health Care ("Hospital"), and/or the patient's legally authorized representative, as applicable, has the responsibility to:

1. Provide accurate and complete information about his or her health, including past and present complaints or conditions, hospital stays and use of medication.
2. Ask questions when he/she does not understand information or instructions.
3. Report unexpected changes in his/her condition to a practitioner responsible for his/her care.
4. Follow the treatment plan established by his/her physician, including the instructions of nurses and other health care professionals as they carry out the physician's orders.
5. Understand the consequences of treatment alternatives and of disagreement with the proposed course of treatment.
6. Recognize the effect of lifestyle on his/her personal health.
7. Provide information for insurance and for working with the Hospital to arrange payment as soon as possible after discharge.
8. Keep all appointments, or contact the Hospital or his/her physician in advance of the appointment if the patient is unable to do so.
9. Be respectful of his/her personal property and that of other persons at the Hospital.
10. Abide by Hospital rules and regulations affecting patient care and conduct and be considerate of the rights of other patients and Hospital personnel.
11. Understand and abide by the terms of the signed Conditions of Admission and Consent to Treatment.