



Patient Rights & Responsibilities

Patient Rights

1. CONCERNS AND COMPLAINTS:

The patient has the right to receive a written statement of patient rights. The patient has the right to make a complaint without compromising future access to care. Complaints will be handled in a timely manner.

2. INFORMED CONSENT:

Except in emergency situations, the patient has the right to receive information from the doctor regarding the benefits, risks, and alternatives of any procedure or treatment recommended by the doctor which requires consent.

3. INFORMATION ABOUT TREATMENT:

The patient has the right to be informed by the doctor of diagnosis, treatment, prognosis, and proposed procedures, including the risks involved, in terms that are understood. The patient has the right to know the names and roles of persons providing treatment. The patient or authorized representative has the right to obtain information from the medical record within a reasonable time frame, within the limits of the law.

4. PARTICIPATION IN CARE DECISIONS:

The patient has the right to make informed decisions regarding care, to be updated regarding health status, and to be part of care planning and treatment. The patient has the right to decide if family members will participate in care. The patient has the right to refuse treatment and conditions of care, including withholding resuscitative measures, or forgoing or withdrawing life sustaining treatment, to the extent permitted by law. The patient has the right to be involved in post-discharge decisions and to be told of any services in which the Medical Center has an interest. Should the patient refuse the recommended treatment plan, conditions of care, or discharge plans, alternatives will be discussed with the patient in accordance with Medical Center policies and procedures.

5. ADVANCE HEALTH CARE DIRECTIVES:

The patient has the right to have an Advance Health Care Directive which allows the patient to specify health care wishes. The patient also has the right to name a person who would make health care decisions for the patient if the patient is unable to do so, to the extent permitted by law and Medical Center policy.

6. NOTIFICATION:

The patient has the right to have family or designated representative, and personal doctor, notified promptly of admission to the hospital.

7. PRIVACY AND CONFIDENTIALITY:

Within the limits of the law, patients have the right to health care privacy and confidentiality, whether as an inpatient or outpatient, and the right to be provided with a copy of the Medical Center's Notice of Privacy Practices. Case discussion, consultation, examination, and treatment will be conducted to protect each patient's privacy and confidentiality to the extent reasonably possible.

8. RESPECTFUL CARE AND PATIENT SAFETY:

The patient has the right to considerate, respectful care and to be treated in a safe, secure environment that supports positive self-image and dignity, free from discrimination, abuse, harassment, and threat.

9. COMMUNICATION SUPPORT:

The patient has the right to effective communication in the patient's preferred language, including the use of Text Teletyping equipment (TTY), foreign and sign language interpreters. If any form of communication needs to be withheld, including visitors, mail, or telephone calls, the patient or legal representative will be involved in the decision.

10. VISITATION:

The patient has the right to have a family member, friend, or designated representative present for emotional support during the course of stay unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's

surrogate decision-maker or legally-authorized representative. The Medical Center will not restrict, limit, or otherwise deny visitation privileges based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.

11. RIGHT TO TREATMENT:

The patient has the right to access care as long as that care is within the Medical Center's capacity, mission, and policies. When the Medical Center cannot provide the care or is no longer the appropriate setting for the patient, staff will inform the patient of other choices for care. If it is appropriate and medically advisable, the Medical Center may transfer the patient to another facility as long as the transfer is accepted by the receiving facility.

12. PAIN MANAGEMENT:

The patient has the right to have appropriate assessment and management of pain when admitted to the Medical Center and throughout hospitalization. The Medical Center plans, supports, and coordinates activities and resources to ensure that every patient's pain is recognized and addressed.

13. RESTRAINTS:

The patient has the right to be free from chemical or physical restraints and seclusion, except as authorized by a doctor or in an emergency when it is necessary to protect the patient or others from injury. If restraints are indicated, the least restrictive method will be used in accordance with Medical Center policy, and the patient will be monitored.

14. CULTURAL AND PERSONAL VALUES, BELIEFS, AND PREFERENCES:

The patient has the right to express spiritual beliefs and cultural practices as long as these do not harm others or interfere with treatment. The Medical Center will provide pastoral counseling services for patients who request them.

15. ETHICAL ISSUES/CARE AT THE END OF LIFE:

The patient has the right to be involved in ethical questions that arise in the course of care or any issues dealing with care at the end of life. Concerns for the patient's comfort and dignity will guide all aspects of care with respect to personal values and beliefs. If a patient or patient representative would like to call an Ethics Committee member for help, please contact the Medical Center operator.

16. SELECTION OF DOCTOR:

The patient has the right to select a doctor. This doctor shall recommend and manage the treatment and care of the patient, including hospitalization or the use of hospital services.

17. TEACHING FACILITY:

The Medical Center is a teaching facility and the training of residents, students, and other health care professionals are integral to the Medical Center's mission. Except in emergency situations, patients have the right to request that residents and students not be involved in the provision of care. It is not always possible to honor such requests, but the Medical Center will do so to the extent that such restriction will not impact patient treatment.

18. RESEARCH:

The patient has the right to consent to or refuse to participate in proposed research studies affecting care and treatment and to have those studies fully explained prior to consent. Any refusal to participate will not compromise a patient's access to other Medical Center services.

19. BILLING EXPLANATION:

The patient has the right to a detailed billing explanation and to receive, examine, and obtain an itemized bill regardless of the source of payment. The patient may question charges associated with billing and will be advised of the availability of financial assistance if appropriate.

20. PROTECTIVE SERVICES:

The patient has the right to access protective services. The names and telephone numbers of protective services agencies will be provided upon request.

Patient Responsibilities

1. The patient has the responsibility to participate in health care decisions and to obtain necessary information from the doctor to make informed choices.
2. The patient has the responsibility to be as accurate and complete as possible when providing medical history and treatment information. It is the responsibility of the patient, family, or designated representative to ensure that a current copy of the patient's Advance Health Care Directive is provided to the Medical Center should the patient have one. The patient, family, or designated representative is responsible for reporting perceived risks in care and unexpected changes in the patient's condition.
3. The patient has the responsibility to inform the doctor or nurse if the patient has questions or concerns regarding treatment. The patient has the responsibility to follow the doctor's advice regarding health care requirements. The patient is responsible for notifying the doctor or other health care providers if the designated treatment plan cannot be followed.
4. The patient, family, and designated representative have the responsibility to follow the Medical Center's rules and regulations, including following smoking policies, being considerate of other patients' privacy, controlling noise level, and abiding by visitation policies. The carrying of weapons, or the use of alcohol or drugs not prescribed by a doctor, will not be permitted.
5. The patient, family, and designated representative have the responsibility to behave considerately and appropriately with Medical Center personnel. If a patient is verbally or physically disruptive, the patient may be referred elsewhere for care, and the Medical Center may refuse further treatment, except in an emergency as required by law.
6. The patient has the responsibility to cooperate with the Medical Center by providing complete, timely insurance information and making payment arrangements on any balances.

PATIENT RELATIONS

Services Include:

- Assisting patients of The Queen's Medical Center to help understand patient rights and responsibilities
- Ensuring that patients' rights are protected
- Assisting patients with resolving concerns and filing complaints with the medical center or regulatory agencies
- Providing access to foreign language and sign language interpreter services
- Ensuring that the needs of people with disabilities are met

A PATIENT'S RIGHT TO FILE A COMPLAINT

The Queen's Medical Center strives to provide care and services in an environment that protects and promotes Patient Rights and Responsibilities. We encourage patients to exercise rights and honor responsibilities.

Should you have a complaint, any member of your health care team may assist you, or you may contact Patient Relations:

- **QMC Punchbowl Patient Relations - 691-4602**
- **QMC West Oahu Patient Relations - 691-3120**

Monday through Friday, 8 a.m. to 4:30 p.m. (excluding holidays)

Your right to file a complaint will not compromise your future access to care. Complaints will be addressed in a timely manner, and we will attempt to resolve your complaint effectively.

You also have the right to file your complaint directly with:

- Hawaii State Department of Health, Office of Healthcare Assurance, 808- 692-7420
- The Joint Commission,
Email: patientsafetyreport@jointcommission.org
Online: https://www.jointcommision.org/report_a_complaint.aspx
- Livanta, CMS Quality Improvement Organization (for Medicare members), 877-588-1123

The contact information of other protective services and regulatory agencies provided upon request.



**THE QUEEN'S
MEDICAL CENTER**