



Patient Rights and Responsibilities
All Patients at Affinity Health System have the right to:

1. Be informed of the patient rights upon admission to the hospital or in advance of furnishing or discontinuing care, whenever possible.
2. Have a family member or representative and your physician informed when you are admitted to the hospital.
3. A formal complaint process for the initiation, and, when possible, resolution of patient complaints concerning quality of care and privacy of health information, as well as information on whom to contact, including state agencies, to file a grievance.
4. Participate in the development and implementation of his/her plan of care. This includes the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequence of such refusal.
5. Be informed of his/her health status, being involved in care planning and treatment and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
6. Formulate advance directives and appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law, and to have hospital and clinic staff and practitioners who provide care comply with these directives.
7. Personal privacy and confidentiality of information except those cases provided by law.
8. Receive care in a safe environment. .
9. Be kept free from all forms of abuse and harassment.
10. Confidentiality of his/her clinical records.
11. Access information contained in his/her clinical records within a reasonable timeframe.
12. Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
13. Be informed regarding less than favorable results of treatment.
14. Know the identity and professional status of individuals providing service to them.
15. Care that includes consideration of psychosocial, spiritual and cultural variables.
16. Have reasonable access to considerate and respectful care.
17. Refuse to participate in research or receive experimental treatment and the right to refuse to participate at any time.
18. Participate in the consideration of ethical issues that arise in the care of the patient.
19. Relief of pain when possible.
20. End-of life care that optimizes the comfort and dignity of the patient, including effective pain management.
21. Qualified interpreter services at no cost to them; not be required to rely on their minor children, other relatives, or friends as interpreters; file a grievance about the language access services provided them.
22. Receive the organization's "Notice of Privacy Practices," As required by the HIPAA privacy regulations, which delineates how health information may be used and disclosed, and the patient's rights and providers' legal duties with respect to protected health information.

Note: Patients in special care units such as Alcohol and Other Drug Abuse, Adult Mental Health and Child & Adolescent Mental Health will receive specific information on patient rights and grievances during their admission to those specialized care units.

All patients have the responsibility to:

- actively participate in decisions regarding your health care.
- be as accurate and complete as possible in providing information about your medical history.
- let your doctor or nurses know if you are concerned about a treatment, or if you feel you cannot or will not follow a treatment plan.
- notify your doctor or nurse if you have a concern about your hospital or clinic care.
- ask for clarification if you do not understand what is asked of you or why it is asked.
- be considerate of other patients and staff, respecting their privacy and confidentiality.
- use hospital or clinic property and equipment for their intended use

If you have questions or concerns regarding your rights or care received while at Affinity Health System, contact the Patient Relations Center at 920-720-1050 and/or the department's director/manager.