

PATIENT RIGHTS

Medical West respects and supports the needs and requests of the communities it serves.

Medical West is committed to improving patient outcomes by respecting each patient's rights and conducting business relationships with patients, their families or significant others, and the public in an ethical manner.

Medical West leaders, physicians, and staff believe that giving value to and upholding patient rights will have a significant impact on the patient's experience and response to care provided by this facility.

Medical West respects, supports, and protects the patient's right to:

- Be provided a copy of patient rights and the notice of health information practices and have the rights clearly explained
- Have a personal physician and/or family member/patient representative be promptly notified of the admission to the hospital
- Designate a patient representative and have an individual of the patient's choice be present for support during the course of stay as long as it does not infringe on the rights of another patient and is not medically or therapeutically contraindicated
- Formulate, review, or revise Advance Directives (including a mental health advance directive) and have advance directives honored in accordance with law and regulation and the hospital's capabilities. An Advance Directive defines care if the patient becomes unable to speak for him/herself
- To receive or restrict visitors of their choice, telephone calls and mail
- Receive information including the patient's health status, diagnosis, course of treatment expected and unexpected outcomes of care, prognosis, and medical errors resulting in harm. The information shall be in terms the patient or representative can understand based on age, language, ability to understand, or impairments in vision, speech, hearing, or cognitive ability
- Be involved in developing the plan of care for treatment, pain management, and discharge, including requesting medically necessary and appropriate treatment
- Be informed when the hospital is unable to provide necessary care, treatment, and services and when the hospital is unable or unwilling to honor advance directives
- Make informed decisions about care, treatment, and services, including end of life care: use of records, films, or other consent for these activities and to make changes in this decision
- Appropriate pain management using medication and non-pharmaceutical techniques
- Know the identity and professional status of individuals providing services
- Be treated with respect, dignity, and comfort and receive care in a setting that is safe, preserves dignity, and contributes to a positive self-image
- Personal privacy during person hygiene activities, during medical/nursing treatments, telephone conversations, and when requested as appropriate for patient's diagnosis and condition
- Keep and use personal clothing and possessions, unless this infringes on others' rights or is medically or therapeutically contraindicated based on setting or service
- Have cultural and personal values, beliefs, and preferences respected
- Be free from all forms of abuse, neglect, exploitation, or harassment
- Access and receive care in accordance with relevant state and federal laws and regulations
- Protection of the patient's personal information, including a patient's presence in the hospital. The patient may request to be removed from the patient roster
- Privacy, security and confidentiality of protected health information in conformance with HIPAA laws, including notification of breaches
- Access to information in the clinical record with a reasonable time frame, request amendments, and obtain an accounting of disclosures of health information in accordance with law and regulation
- Request confidential communication and/or restriction of certain health information disclosures for use of payment, treatment, or health operations and opting out of fundraising
- File a complaint with the Alabama Department of Public Health (1-800-356-9596) or The Joint Commission (1-800-994-6610)
- To appeal a premature Medicare discharge by contacting the KePro (1-844-430-9504)
- Exercise these rights without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression