

Name: TESTER, TEST 0  
DOB: 10/15/1997 12:00:00/  
Episode No: 45746-0034  
Admission Date: 10/2/2007 6:02:00PM  
Attending Phys: HealthNet, American



### **SMITH NORTHVIEW HOSPITAL**

***Smith Northview Hospital is dedicated to the principles of respect, dignity and privacy in the day-to-day administration of health care. The delivery of healthcare involves rights, duties and responsibilities on the part of the patient, the hospital and health care practitioners.***

### **PATIENTS HAVE THE RIGHT:**

- \* To have impartial access to high quality health care.
- \* To have considerate care provided, with respect, dignity, and privacy, with regard to their personal values, culture, and beliefs.
- \* To expect that the patient and family members participate in health care decisions and that Advance Directives will be honored within the limits of the law and the organization's mission, philosophy and capabilities.
- \* To be assured of confidentiality of his/her medical record.
- \* To be advised of their diagnosis, treatment and progress.
- \* To have informed participation in decisions regarding their care and end-of-life issues.
- \* To participate in ethical questions which may arise in the course of his/her care; to request a consult including one with the Ethics Committee.
- \* To have a family member or representative of his/her choice or his/her own physician notified promptly of his/her admission.
- \* To have a representative exercise these rights when he/she (the patient) is unable to do so for himself/herself.
- \* To expect to be cared for by qualified personnel.
- \* To be cared for by staff educated about patient rights and their role in supporting those rights.
- \* To expect that the hospital will take responsible steps to maintain a safe environment, including the physical environment as well as any equipment used in the connection with the treatment of the patient.
- \* To effective communication which leads to understanding.
- \* To have their concerns or complaints addressed within a reasonable time frame and resolved when possible (at the time the hospital is made aware of the complaint or definitely within 7 calendar days).
- \* To pastoral counseling.
- \* To access information contained in his/her clinical records within a reasonable time frame, except when it is determined that doing so could cause emotional or psychological distress to the patient.
- \* To be free from seclusion or restraints of any form that is not medically necessary to promote healing or protect the patient from harming himself/herself or others.
- \* To be free from all forms of abuse and/or harassment.
- \* To access protective services if needed.
- \* To have their pain appropriately assessed and managed.
- \* To file or know who to contact to file a complaint or grievance (numbers listed below).

### **PATIENTS HAVE THE RESPONSIBILITY:**

- \* To follow hospital rules and regulations regarding patient care and conduct.
- \* To be considerate of the rights of others.
- \* To provide accurate and complete health care information.
- \* To indicate whether he/she understands the contemplated plan of medical and nursing management and the kind of compliance expected of him/her.
- \* To follow the treatment plan recommended by the doctor or staff, or to take responsibility for actions if he/she refuses treatment or does not comply with the plan of treatment.
- \* To report pain and results of pain management interventions.
- \* To be accountable for financial responsibilities.

***If at any time, you or a family member believe that while a patient at Smith Northview Hospital, a legal right has been unduly denied, restricted or impeded, you may contact the Performance Improvement Coordinator at 671-2021, the Chief Nursing Officer at 671-2006 or the Administrator at 671-2002. If your complaint cannot be resolved to your satisfaction by Smith North Hospital's representatives, you have the right to call the State of Georgia's Complaints/Intake and Referral Office at 1-404-657-5758.***

***The Administration of this hospital would appreciate the opportunity to resolve your issues; please call the above numbers and we will make every effort to find a mutually acceptable resolution. JCAHO Office of Quality Monitoring may be reached at 630-792-5636.***