

Patient Rights and Responsibilities

In accordance with our organizational mission, vision and values, the Board of Directors, the Medical Staff and the employees of Tanner Health System jointly affirm, respect, protect and promote the following patient rights and responsibilities during their care, treatment and service.

Patients have the right to:

- ✓ Receive ethical behavior in their care, treatment, service and business practices
- ✓ Receive information in a manner they understand, including a Notice of Privacy Practices
- ✓ Have their family member or representative and their physician notified of their hospital admission and request restrictions/limitations on disclosures including the hospital directory
- ✓ Receive visitors as designated by the patient, including but not limited to a spouse, a domestic partner (including a same-sex partner), another family member or a friend for emotional support
- ✓ Withdraw or deny such consent to visitors at any time
- ✓ Be informed of the identity of physicians, nurses and others responsible for the delivery of their care, treatment or services
- ✓ Be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression
- ✓ Be free from seclusion and restraints that are not medically necessary or used as a means of coercion, discipline, convenience or retaliation by staff
- ✓ Have access to care, protective services, advocacy, religious and spiritual services
- ✓ Have effective communication unless contraindicated
- ✓ Be made aware of the complaint resolution process, including whom to contact, and have family and patient complaints addressed and reviewed by the hospital
- ✓ Have personal privacy, confidentiality, security and privacy of individually identifiable health information
- ✓ Have an environment with respect, dignity, comfort, consideration and integrity of decisions based on identified assessed healthcare needs of the patient, contributing to a positive self-image
- ✓ Receive respect and protection during research, investigation and clinical trials involving human subjects
- ✓ Request amendments, receive an accounting of disclosures and have easy access to inspect/copy their medical records within a reasonable timeframe
- ✓ Be informed of policies and procedures that relate to patient care, including organ and tissue procurement and donation
- ✓ Have an explanation of charges and a notice of non-coverage
- ✓ Have hospital conflicts of interest addressed
- ✓ Formulate an Advance Directive and have it honored by the hospital
- ✓ Have end-of-life decisions/wishes addressed and have comfort and dignity optimized

Patient responsibilities are to:

- ✓ Provide accurate and complete information, including reports of pain
- ✓ Communicate any questions or concerns regarding their care
- ✓ Follow the recommended plan of care or treatment
- ✓ Accept responsibility for medical consequences resulting from refusal or non-compliance with plan of care or treatment
- ✓ Keep appointments arranged for their continuing care
- ✓ Show respect and consideration of the rights of other patients and facility personnel
- ✓ Assure fulfillment of financial obligations resulting from their care
- ✓ Follow facility rules and regulations