

5.23 PATIENT'S BILL OF RIGHTS AND PATIENT'S RESPONSIBILITIES

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POLICY:

Consistent with New York Downtown Hospital's Mission, Vision, and Values, as well as the New York State Department of Health Code under Section 405.7 (Patient's Rights), the Hospital recognizes and supports patient rights. The Hospital will make available language assistance, Patient's Bill of Rights and Patient's Responsibilities to all patients being treated at the Hospital.

PROCEDURES:

- All patients shall be informed of their rights and responsibilities. The rights include the following:
- Patients have the right to receive treatment, care and services within hospital's capability and mission and in compliance with law and regulation such as
 - knowledge of the patient care treatment team
 - participation in decision-making regarding care, services, and treatments
 - informed consent about procedures
 - advanced directives
 - pain assessment and management
 - transfer and discharge planning
 - protective and advocacy services (information can be obtained in the following departments)

Patient Advocacy Department
New York Downtown Hospital
Telephone: (212) 312-5165 or 5034
Fax: (212) 312 5866

or

NYS Department of Health
433 River Street, 6th Floor
Troy, New York 12180
Telephone: (1-800) 804-5447

- freedom from abuse, neglect, or misappropriation of property. If the patient has concerns, he/she can contact the Department of Health (see above) as an alternate resource if he/she is not satisfied with the intervention of the Patient Advocacy Department
- Patients have the right to have his or her cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. The staff should provide care, treatment and services after the assessment of patient's preferences and wishes in accordance with patient's expressed cultural and individual values, beliefs, and preferences.

The hospital respects the rights of patients' personal dignity. The staff should support the right of each patient to personal dignity. The staff should respect the patient's right to personal freedom and autonomy based on their physical and mental abilities, and dignity, regardless of race, religion, gender, age, condition, sexual orientation and type of illness. However, the extent of personal freedom should be balanced by the need for safety. Please refer to the Restraints and Immobilization Policy and Identification of Patient's for Clinical Care and Treatment Policy of Administrative Policies and Procedures Manual.

The hospital accommodates the right to pastoral and other spiritual services for patients. The staff should accommodate the patient's right to pastoral and other spiritual services based on the patient's expressed wishes and requests. Please refer to the Pastoral Care Policy of Administrative Policies and Procedures Manual.

Patient will receive information about their rights. A "May We Be Of Assistance?" and the Patients' Bill of Rights are distributed to all patients by Patient Access Services (Patient Registration/Admitting), nursing staff, and Patient Advocate upon admission or at the inpatient unit. The Patient's Bill of Rights is in the booklet prepared by the NYSDOH and is entitled "Your Rights as a Hospital Patient".

The hospital will make every effort to involve parents in the treatment and continuing care of their children. The Patient Advocate will meet with the parents of pediatric

patients and/or family members of pediatric patients to ensure their understanding of the Patient's Bill of Rights and Responsibilities. During the meeting, the parents will be provided general information about the hospital and will be offered assistance by the Patient Advocate regarding any questions or concerns they may have or which may arise during their child's hospital stay. Upon request, either by the physician or hospital staff, the Patient Advocate will assist the family in understanding the child's condition and treatment needs.

The Patient's Bill of Rights is publicly displayed on the wall in the William Street Main Lobby, Gold Street Emergency Room, all outpatient waiting areas, inpatient units, the Downtown Family Care Center, and the Brooklyn Primary Care Center.

Brochures of Patient's Bill of Rights, which include the rights to Advance Directives, Pain Management, and Organ Donation, will be provided by Patient Access Services (Patient Registration / Admitting).

Patient Satisfaction Surveys will monitor patients receiving the "Your Rights as a Hospital Patient".

The Patient's Rights and Responsibility education and training program is incorporated into *New Beginnings Orientation* and the *Mandatory Program for Annual Compliance* for all hospital staff at all levels and disciplines.

The hospital respects the right and need of patients for effective communication. (Please refer to the Interpretation and Translation Service of the Administrative Policies and Procedures Manual). Free interpretation services shall be provided to each patient in a timely manner (Chinese interpretation services are available on site 24/7) in order to achieve effective communication in areas such as privacy and security, confidentiality of information, complaints, restraints and immobilization. Family and friends should not be used to provide interpretation services (except on request by the patient). The patient also has the right to access, request change to, and to receive a record of disclosures regarding his or her own health information.

The hospital protects the patient's right to file complaints regarding care or services without threat or use of restraints, interference, coercion, discrimination, or reprisal. (Pls. refer to the Policy of the Processing of Patient Complaints/Grievances of the Administrative Policies and Procedures Manual).

In the event where patient or patient's representative is not satisfied with the hospital's resolution or regardless of whether he/she has first used the hospital's grievance process, he/she may lodge a grievance with the NYS Department of Health, 433 River Street, 6th floor, Troy, NY 12180 and the contact number is 1-800-804-5447.

A list of patient's responsibilities is also included in the admission packet. The Patients Bill of Rights Pamphlet is available to outpatients of the Hospital clinics, Emergency Department, the Downtown Family Care Center and the Brooklyn Primary Care Center.

In recognition of the special needs of vision, speech, hearing, Limited English Proficiency, cognitive-impaired patients, minors and ineffective written communication, the Patient Advocacy makes available resources (i.e., language assistance) and specialized materials designed to facilitate the understanding of Patients Rights and Responsibilities for these patients.

Requests for the loan of specialized materials and equipment (i.e., magnifiers, Patient's Bill of Rights is available in different languages and tape recorders) can be directed to the Patient Advocate's Office.

The staff who requested the specialized equipment and materials will be responsible for the return of the loaned materials. ➡