



Clinical Staff Executive Committee

MEDICAL CENTER POLICY NO. 0026

- A. SUBJECT: Patient Rights and Responsibilities
- B. EFFECTIVE DATE: April 1, 2014 (R)
- C. POLICY:

The University of Virginia Medical Center is committed to providing an environment which fosters quality healthcare for its patients while respecting the rights of those patients. Employees are expected to assist patients, their legally responsible representatives¹, and their families in understanding and exercising each patient's rights. Likewise, patients, their legally authorized representatives, and their families are expected to understand their responsibilities to the individuals providing care and services to them.

1. Patient Rights

The Medical Center is dedicated to providing each patient the best healthcare and service possible, and recognizes each patient's expectation that he/she receive considerate and respectful care. The Medical Center honors patients' rights to be informed about, and involved in, making decisions about care and treatment. Each patient and/or the patient's legally authorized representative(s) has the following rights:

- a. To receive considerate and respectful care in an environment that preserves personal dignity.
- b. To have his/her cultural, psychosocial, spiritual and personal values, beliefs, and preferences respected and to have access to pastoral and other spiritual services.
- c. To know about his/her illness or condition and proposed treatment and to participate in the development of a plan of care. Doctors and other members of the care team will provide information in language the patient or legal representative can understand, and will use interpreter and other language assistance services as necessary.
- d. To make decisions about his/her care, including the right to know why operations or treatments are needed, potential risks, and who will perform the operations or treatments. This includes the right to refuse care or treatment and to know what may happen if care or treatment is not provided.

¹ Legally responsible representative" has the same meaning as such terms as "patient's authorized agent", "surrogate decision maker", and "healthcare agent" appearing in other Medical Center policies.

(SUBJECT: Patient Rights and Responsibilities)

- e. To develop advance directives if he/she has decision-making capacity and is 18 years of age or over, and to have hospital staff comply with those directives including his/her decision related to organ donation.
 - f. To access, request amendment to, and obtain information regarding disclosure of his/her health information.
 - g. To know the name of the doctor who is in charge of care and treatment and the names of other Medical Center staff providing care.
 - h. To have a family member or legally responsible representatives and the patient's own physician notified promptly of the patient's admission to the hospital.
 - i. To have a person present for emotional support during the course of the hospital stay.
 - j. To receive treatment without discrimination as to race, ethnicity, religion, culture, language, physical or mental disability, socio-economic status, sex, sexual orientation, gender identity or expression, or source of payment.
 - k. To receive care in a safe setting, free from mental, physical, sexual and verbal abuse and neglect, exploitation and harassment, and to have access to protective and advocacy services, including those offered by government agencies responsible for the investigation of neglect or abuse.
 - l. To personal privacy while in the hospital and to have all information about the illness or condition and care treated as confidential as consistent with law.
 - m. To be free from restraints of any form that are not medically indicated.
 - n. To receive appropriate assessment and management of pain.
 - o. To agree or refuse to take part in or withdraw from any research study or experiment related to care or treatment.
 - p. To review bills and have questions about bills answered.
 - q. To know of or to be able to ask about, his/her practitioner's financial relationships with drug, medical product and medical device companies. Patients may also find information regarding their practitioners' relationships on the UVA Health System website (UVAhealth.com).
 - r. To discuss concerns or file a complaint with the Medical Center's Patient Relations Office regarding experience as a patient of the Medical Center, and to receive a response in a timely manner. There is also a right to an internal appeal to any such response and a right to file a complaint with an external agency.
2. Patient Responsibilities

In order to receive optimal care, each patient, the patient's legally responsible representatives, and families are responsible for:

(SUBJECT: Patient Rights and Responsibilities)

- a. Providing accurate and complete information about the present illness or condition and past medical history, wishes for care, reporting perceived risks in the patient's care and reporting unexpected changes in condition.
- b. Asking questions when there is a lack of understanding about care and treatment and/or expectations for involvement in care and treatment.
- c. Following the care, service or treatment plan that has been developed and reporting any concern about ability to follow and comply with any proposed plan or course of treatment.
- d. Accepting the consequences of not following the care, service or treatment plan.
- e. Following instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital.
- f. Following the Medical Center's rules and regulations concerning patient care and conduct while on Medical Center property which limit:
 - Engaging in verbal or physical abuse,
 - Smoking and using alcohol or illegal substances,
 - Carrying weapons of any kind.
- g. Being courteous; showing respect for the rights of others and being considerate of the Medical Center's personnel and property.
- h. Promptly meeting any financial obligation agreed to with the Medical Center.

D. PROCEDURE:

- 1. Each patient will receive a copy of the Patient Rights and Responsibilities.
- 2. The Patient Rights and Responsibilities will be posted in a variety of locations throughout the Medical Center.

SIGNATURE:


Robert S. Gibson, MD, President, Clinical Staff


R. Edward Howell, CEO, UVA Medical Center

DATE:

3/21/14

(SUBJECT: Patient Rights and Responsibilities)

Medical Center Policy No. 0026 (R)

Approved June 1984

Revised December 1987, August 1990, September 1993, November 1993, May 1999, December 2000,
August 2002, March 2005, June 2008, December 2009. March 2011, March 2014

Reviewed March 1996, October 1998

Approved by Ethics Committee

Approved by Clinical Staff Executive Committee