

# PATIENT RIGHTS- MANAGEMENT

## PURPOSE

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To demonstrate ways Mason General Hospital & Family of Clinics (MGH&FC) respects, protects, and promotes the rights of the patient during their encounters.

## POLICY

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MGH&FC entities and staff members show their support of patient rights through interactions with patients and by involving them in decisions about their care, treatment, and services. This support includes, but is not limited to:

### IDENTIFICATION OF AND INFORMING PATIENTS OF THEIR RIGHTS AND RESPONSIBILITIES (Joint Commission Standard RI.01.01.01)

- MGH&FC has developed and posted “Patient Rights and Responsibilities” in compliance with The Joint Commission recommendation, as well as the Centers for Medicaid and Medicare Services, outlining a list of rights and responsibilities.
- Patients are given the opportunity to have a printed copy of the “Patient Rights and Responsibilities” if they desire. A copy of this document is offered at time of admission, and is available on request at any time during the patient stay.
- There are written policies on procedures for specific patient rights, including but not limited to: visitation rights, right to privacy, right to pain management, access to health information, and prohibition to discrimination.
- “Patient Rights and Responsibilities” copies are available to staff to review relevant areas with patients, surrogates, and visitors as appropriate.

### RIGHT TO EFFECTIVE COMMUNICATION (Joint Commission Standard RI.01.01.03)

- Information and education is provided in multiple modes tailored to patient age, language, learning preferences.
- Interpreter services are available 24/7 for many languages, including those most frequently encountered in the community. ([Obtaining Interpreter services](#))

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- Provisions are made for learning barriers and impairments, such as for vision and hearing deficits.

## RIGHT TO PARTICIPATE IN CARE DECISIONS (Joint Commission Standard RI.01.02.01)

- Information about treatment, outcomes, services, and plan of care is provided at multiple points during the patient stay, from their Licensed Independent Practitioner and the MGH&FC staff; this includes involvement of the patient for preferences, educational activities, decision making, and the right to refuse care.

## RIGHT TO [INFORMED CONSENT](#) (Joint Commission Standard RI.01.03.01, RI.01.03.03 and RI.01.03.05)

- There are written policies in place for informed consent and refusal

## RIGHT TO KNOW CARE PROVIDERS (Joint Commission Standard RI.01.04.01, RI.01.04.03)

- Provider information will be provided upon request.

## RIGHT TO PARTICIPATE IN END-OF-LIFE DECISIONS (Joint Commission Standard RI.05.01)

- There are written policies for end-of-life care and surrogacy ([Advance Directives](#))
- Palliative care orders are obtained and implemented as desired by patients or their surrogates.

## PERSONAL RIGHTS (Joint Commission Standards (RI.01.06.01, RI.01.06.03, RI.01.06.05, RI.01.06.09)

- There are written policies regarding the right to be free from neglect; exploitation; and verbal, mental, physical and sexual abuse, and for evaluation of any complaints of neglect, exploitation and abuse.
- Private telephone and mail services are available for all patients.
- Contact information is provided for MGH&FC Compliance Officer and Privacy Officer as well as the Department of Health Hotline. Advocacy and support contacts are provided on request; these referral numbers are maintained by the Discharge Planning Department.
- There are written policies regarding complaint management.

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## REFERENCES:

Rights and Responsibilities of the Individual - The Joint Commission RI.01.01.01

Patient Grievance Policy and Procedure <http://phd1/mghfc/policies-and-procedures/Library/Patient%20Grievance%20Policy%20and%20Procedure.docx>

Relevant and supportive policies and procedures found in hyperlinks in this document, with additional references contained within.