

Patient Rights & Responsibilities



Fort Belvoir
Community
Hospital

Patient Bill of Rights and Responsibilities in a Culture of Excellence

Patient Rights

Medical care

Patients can expect and have the right to quality care and treatment that is consistent with available resources and generally accepted medical standards in a safe environment, including access to specialty care and to pain assessment and management

Respectful treatment

Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems, without discrimination of any kind.

Privacy and security

Patients can expect privacy concerning their own medical care programs and information. Case discussions, consultation, examination, and treatment are confidential. Patients have rights, in accordance with and defined by *Federal law, to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other Personally Identifiable Information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

**DOD 5400.11-R (Reference (g)), Public Law 104-191(Reference (h)), and section 552a of title 5 U.S.C. (also known as "The Privacy Act of 1974, as amended") (Reference (i))*

Confidentiality of health information

Patients have the right to communicate with healthcare providers and can expect that all communication and records pertaining to their care will be considered confidential and that their healthcare information is protected. Patients also have the right to review, copy, and request amendments to their medical records. The release of such medical information shall be only as authorized by current law, military regulations and is protected by Department of Defense policy and Health Insurance Portability and Accountability Act (HIPAA) requirements determine how your medical information can be used.

Identity

Patients have the right to choose and know, at all times, the identity, professional status, and professional credentials of their healthcare providers and personnel. This effort ensures sufficient access to appropriate high-quality healthcare in a Culture of Excellence.

Personal matters

Patients have the right to have visitors of their choosing with them at the healthcare facility when such visitations will not interfere with treatment or compromise your or any others' rights, safety or health. Patients can decide how, if at all, they would like their visitors to participate in care and the decision making process.

Informed consent

Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

Refusal of treatment

Patients have the right to refuse treatment to the extent permitted by law and existing government regulations, and to be informed of the medical and administrative consequences of their refusal.

Transfer and continuity of care

When medically permissible, a patient may be transferred to another medical facility only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

Charges for care

Patients have the right to understand the charges for their care and their obligation for payment.

Rules and regulations

Patients can expect to be informed and/or directed to the healthcare facility rules and regulations that relate to visitor and patient conduct. Patients are entitled to information about the hospital's mechanism for the initiation, review and resolution of patient complaints.

Patient Responsibilities

Providing Information

Patients are responsible for providing accurate and complete information about complaints, pain, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know when they do not understand the diagnosis, treatment plan, and expectations.

Respect and consideration

Patients are responsible for being considerate and respectful of the rights and property of other patients, hospital personnel, and of the medical treatment facility.

Understanding treatment

Patients have the responsibility to be involved in healthcare decisions and disclose all relevant information and clearly communicating and/or alerting their wants and needs. Patients must work with their health care providers and/or healthcare staff, to develop and carry out their agreed-upon treatment plan.

Compliance with prescribed treatment

Patients are responsible for adhering to the medical and nursing treatment plans, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying medical treatment facility when appointments cannot be kept.

Refusing treatment

Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

Medical records

Patients are responsible for returning medical records promptly to the medical treatment facility for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any medical treatment facility are the property of the U.S. Government.

Rules and regulations

Patients are responsible for following the hospitals rules and regulations affecting patient care, visitors and conduct.

Financial obligations

Patients are responsible for making a good-faith effort to meeting financial obligations incurred for their health care as promptly as possible.

Patient comments

Patients have the responsibility to assist the Hospital Director in providing and promoting a Culture of Excellence and Patient- and Family-Centered Care by ensuring the best possible care to all beneficiaries. Patient recommendations, questions, compliments and/or complaints should be reported to Patient Relations at 571.231.4141. If concerns are not adequately resolved, patients have the right to contact The Joint Commission at 800.994.6610.



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