

PATIENT RIGHTS

As a Patient at Tri-City Medical Center, you have the right to:

1. Considerate and respectful care, personal dignity and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, gender identity, sexual orientation and personal values, beliefs and preferences. You have the right to pastoral or spiritual services.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication which addresses any vision, speech, hearing, language or cognitive impairment, including the provision of interpretation and translation services free of charge, and to participate in development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Participate actively in decisions regarding medical care. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. You may include family and others in your decision making process. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms. You have the right to request access to a place and phones to conduct private phone conversations.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information. Written permission must be obtained before the medical records can be made available to anyone not directly concerned with the care.
13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

The health facility must inform you (or your support person, when appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, medical condition, educational background, race, color, religion, ancestry, national origin, disability, gender identity, sexual orientation, marital status, registered domestic partner status or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling Tri-City Medical Center, Attention Administration, 4002 Vista Way, Oceanside, CA 92056 (760) 940-7466.

The grievance committee will review each grievance and provide you with a written response within 10 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO). If you are a Medicare patient, and have concerns regarding quality of care or premature discharge, you may call or e-mail the Quality Improvement Organization (QIO) at Health Services Advisory Group 1-800-880-8749. TDD Hearing Impaired: 1-800-881-5980, or www.hsag.com. You can exercise this right without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment and services.
23. File a complaint with the state Department of Health Services regardless of whether you use the hospital's grievance process. The state Department of Health Service's phone number and address is: 7575 Metropolitan Drive, Suite # 104, San Diego, CA92106 (619) 278-3700.
24. File a complaint with The Joint Commission regardless of whether you use the hospital's grievance process. The Joint Commission's phone number is 1-800-994-6610 or by email complaint@jointcommission.org.

PATIENT RESPONSIBILITIES

As a patient of Tri-City Medical Center, you have the responsibility to:

1. Provide accurate information. Patient/patient's representative must provide to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications and matters relating to their health. Patient/patient's representatives must report perceived risks in their care and unexpected changes in their condition.
2. Ask questions. Patient/patient's representative must ask questions when they do not understand their care, treatment, and service or what they are expected to do.
3. Follow instructions. Patient/patient's representative must follow the care, treatment and service developed. They should express their concerns about their ability to follow the proposed care plan or course of care, treatment, and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to plan are not recommended, patients and their families are informed of the consequences of the plan alternatives and not following the proposed course.
4. Accept consequences. Patient/patient's representative is responsible for the outcomes if they do not follow the care, treatment or service.
5. Follow the rules and regulations. Patient/patient's representative must follow the hospital rules and regulations.
6. Show respect and consideration. Patient/patient's representative must be considerate of the hospital's staff and property as well as other patients and their property.
7. Meet your financial commitments. Patient/patient's representative should promptly meet any financial obligation agreed to with the hospital.

