

Patient Rights and Responsibilities

As a patient in our facility, you have the right to:

1. Be informed regarding your rights.
2. Reasonable access to care, treatment and services.
3. Be informed of caregivers, including the physician/practitioner responsible for or who will perform care, treatment and services.
4. Security, personal privacy and confidentiality of information in your healthcare treatment.
5. Receive care in a safe setting.
6. Quality treatment, considerate care and continuity of care that is respectful of your cultural, psychosocial/spiritual, personal values/beliefs and preferences.
7. Personal dignity.
8. Pastoral/other spiritual services.
9. Impartial treatment without regard to your age, race, gender, national origin, religion, disability or other status protected by law.
10. Be free from all forms of abuse or harassment.
11. Be free from restraints of any form that are not medically necessary and from the use of seclusion.
12. Be informed about your medical treatment and to provide informed consent before you are treated. This right includes receiving information regarding anticipated benefits, risks and side effects of all medications and treatment.
13. Be informed about the outcomes of care, including unanticipated outcomes. When appropriate, your family also should have this right.
14. Informed participation in the formulation of your treatment plan and decisions regarding your care, and to know the names of the staff members responsible for your care.
15. Participate in the consideration of ethical issues involving your care, including issues of conflict resolution, withholding resuscitation, forgoing or withdrawal of life sustaining treatment and participation in investigational studies/clinical trials. When appropriate, your family also should have this right.
16. Refuse participation in any research project or clinical training.
17. Refuse any proposed care, treatment or services unless required by law or regulations. You have the right to appoint a surrogate decision-maker to refuse care/ treatment/services on your behalf should you become incapable of making your own decisions. Oklahoma law may restrict the rights of families to make decisions about life-sustaining treatment in the absence of an "Appointment of a Healthcare Proxy or a Durable Power of Attorney for Healthcare."
18. Effective pain assessment and management.
19. Formulate an advance directive for healthcare and to have hospital staff comply with your advance directive.
20. Receive care whether or not you have signed an advance directive.
21. Appoint a decision-maker in case you are incapable of understanding a proposed treatment or procedure or are unable to communicate your wishes regarding care.
22. Access protective services, if needed.
23. Confidentiality of your medical records and communications with your healthcare providers, except when state or federal law requires disclosure.
24. Access to information contained in your records within a reasonable time frame.
25. Be transferred to another facility if this facility cannot provide the services you need.
26. Be cared for by staff educated about patient rights and their role in supporting those rights.
27. Request to see a copy of the Hospital's Code of Ethical Behavior Policy.
28. Examine and receive an explanation of your bill regardless of the source of payment.
29. In exercising your rights, you may not infringe on the rights of others.
30. Express grievances about your care or possible violations.
31. Access or request amendment to or receive an accounting of disclosures regarding your own health information as permitted by law.

If you have a concern, you may file a grievance with any of the following organizations:

HHC Risk Management
1202 N. Muskogee Place
Claremore, OK 74017
Phone: 918-342-6777

Oklahoma State
Department of Health
1000 NE 10th St.
Oklahoma City, OK 73117
Phone: 405-271-5600
www.ok.gov/health

KEPRO BFCC QIO (area 3)
Rock Run Center
5700 Lombardo Center Dr.,
Suite 100
Seven Hills, OH 44131
Phone: 844-430-9504
Fax: 844-242-2568
www.keproqio.com

DNV GL Healthcare
Phone: 866-523-6842
www.dnvglhealthcare.com