

## **97520.15 Patient Rights**

### **(a)**

Each facility shall adopt a written policy on patient rights.

### **(b)**

A list of these patient rights shall be prominently posted in both Spanish and English, and any other language prevalent to the area, within the facility so that such rights may be read by patients. This list shall include but not be limited to the patients' rights to: (1) Exercise these rights without regard to sex, age, race, or cultural, economic, educational, or religious background or the source of payment for care. (2) Considerate and respectful care. (3) Knowledge of the name of the attending surgeon and the names and professional relationships of other physicians and nonphysicians who will see the patient. (4) Receive information about the surgery performed and the recovery care to be provided in terms that the patient can understand. (5) Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or nontreatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment. (6) Participate actively in decisions regarding medical care. To the extent permitted by law, this includes

the right to refuse treatment. (7) Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual. (8) Confidential treatment of all communications and records pertaining to the care and the stay in the facility. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care of the patient with the exception of authorized staff of the Office. (9) Reasonable response to any reasonable request made for service. (10) Leave the facility even against the advice of the attending surgeon. (11) Reasonable continuity of care and to know in advance the time and location of an appointment as well as the identity of persons providing the care. (12) Be informed of continuing health care requirements following discharge from the facility. (13) Examine and receive an explanation of the bill regardless of source of payment. (14) Know which rules and policies apply to the patient's conduct while a patient. (15) Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient. (16) Have all personnel observe patients' rights.

**(1)**

Exercise these rights without regard to sex, age, race, or cultural, economic, educational, or religious background or the source of payment for care.

**(2)**

Considerate and respectful care.

**(3)**

Knowledge of the name of the attending surgeon and the names and professional relationships of other physicians and nonphysicians who will see the patient.

**(4)**

Receive information about the surgery performed and the recovery care to be provided in terms that the patient can understand.

**(5)**

Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or nontreatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.

**(6)**

Participate actively in decisions regarding medical care. To the extent permitted by law, this includes the right to refuse treatment.

**(7)**

Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.

**(8)**

Confidential treatment of all communications and records pertaining to the care and the stay in the facility. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care of the patient with the exception of authorized staff of the Office.

**(9)**

Reasonable response to any reasonable request made for service.

**(10)**

Leave the facility even against the advice of the attending surgeon.

**(11)**

Reasonable continuity of care and to know in advance the time and location of an appointment as well as the identity of persons providing the care.

**(12)**

Be informed of continuing health care requirements following discharge from the facility.

**(13)**

Examine and receive an explanation of the bill regardless of source of payment.

**(14)**

Know which rules and policies apply to the patient's conduct while a patient.

**(15)**

Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

**(16)**

Have all personnel observe patients' rights.

**(c)**

A procedure shall be established whereby patient complaints are forwarded to the facility administration for appropriate response.

**(d)**

All facility personnel shall observe these patient's rights.