

PATIENT'S BILL OF RIGHTS

The Jefferson County Department of Health recognizes your rights as a patient. These rights, which may be exercised by your representative, include the right:

- To be treated with respect and dignity in all aspects of care;
- To have communications and records pertaining to your care be treated with confidentiality;
- To be fully informed of the role of the Jefferson County Department of Health in delivering health care;
- To receive all information necessary to make informed decisions about care and treatment as well as to receive the information in a way that is understandable;
- To participate in planning care and treatment;
- To be told in advance of treatment options, impending transfers and when and why care will be stopped;
- To refuse treatment unless otherwise stipulated by law and to be informed of what refusing treatment could mean;
- To be referred to another provider/agency if not satisfied with the Department or if needs cannot be met;
- To not receive experimental treatment unless agreed upon after a full explanation is given;
- To voice complaints without loss of quality of service, to be informed how to communicate a complaint and how to solve problems within the Department;
- To receive a response from the Department concerning the investigation of a complaint;
- To receive appropriate assessment and management of pain.

Excerpts from *Rights and Responsibilities Policy* 11/01



JEFFERSON COUNTY
DEPARTMENT OF HEALTH

PATIENT RESPONSIBILITIES

In order for the Department to provide quality care and to positively impact on your health care needs, you as a patient have the responsibility:

- To provide complete and accurate information concerning your health;
- To comply with the treatment plans recommended by your health care provider;
- To accept responsibility for refusing treatment or not following instructions from the health care provider;
- To keep appointments or to notify the appropriate provider when unable to do so;
- To provide accurate and updated information regarding eligibility for services including current home address and phone number;
- To follow agency rules and regulations affecting patient care and conduct;
- To handle financial obligations in a timely manner;
- To help your health care providers assess your pain, if any, and ask for pain relief when it first begins.



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DEPARTMENT OF HEALTH

ADVANCE MEDICAL DIRECTIVE

An Advance Medical Directive is written or verbal instructions regarding your health care if you become unable to choose or communicate your wishes.

YOUR RIGHT TO DECIDE

YOUR RIGHT to make medical treatment decisions will be easy to understand if you think of it in the following way:

The right to decide is also the right to know. As a competent adult patient or the parent/legal guardian of a pediatric patient, you have the right to give or withhold your "informed consent" to medical treatment. Except in very limited circumstances, (for example, at the scene of an accident), you will not be given treatment without your consent.

As a patient, you have the right to:

- Make decisions about your medical care.
- Refuse medical treatment to the extent permitted by law.
- Give advance instructions about your health care.
- Have your advance directive followed to the extent permitted by law.
- Be transferred to another doctor or facility if the doctor or Department facility cannot comply with your advance directive as a matter of "conscience."

DURABLE POWERS OF ATTORNEY

YOUR RIGHT to make your own medical treatment decisions also includes the ability to delegate authority to someone else on your behalf in medical matters if you become incapacitated.

LIVING WILLS

YOUR RIGHT to make a living will allows you to specify ahead of time whether you want life-sustaining treatment begun or continued if you are unable to communicate your wishes.

The Jefferson County Department of Health can only provide basic information of Advance Medical Directives and can not advise patients/families which methods to use. Please consult an attorney for this type of advice.