

Patient's Bill of Rights

The Lafayette Surgical Specialty Hospital respects, protects, and promotes patient rights and has adopted the following statement of patient rights. Every patient or his/her designated representative, shall have the following rights:

- To be informed of the patient's rights and responsibilities in advance of furnishing or discontinuing patient care.
- To be treated in a dignified and respectful manner that supports patient dignity.
- To have cultural and personal values, beliefs and preferences respected.
- To patient's personal privacy.
- To have effective communication with the hospital and to receive information in a manner he or she understands.
- To pain management.
- To be reasonably accommodated based on the patient's right to religious and other spiritual services.
- To allow patient access, request amendment to, and obtain information on disclosures of his or her health information in accordance with law and regulation within a reasonable time frame.
- To have a family member, chosen representative and/or his/her representative or own physician notified promptly of admission to the hospital and to be present with the patient for emotional support during the course of the stay.
- To have visitation rights that include the right to receive visitors designated by me or my chosen representative, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner) another family member, or a friend. Also included is the right to withdraw or deny such consent at any time.
- To be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse or harassment.
- To receive care in a safe setting.
- To an environment that preserves the dignity and contributes to a positive self-image.
- To receive treatment and medical services without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
- To receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services.
- To participate in making decisions about his or her care, treatment, and services.
- To refuse care, treatment and services, in accordance with law and regulation
- To give and withhold informed consent for care, treatment and services and to give informed consent for recordings, films or other images.
- To be included in experimental research, investigation, or clinical trials only when he or she gives informed written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with appropriate laws and regulations.
- To be informed if the hospital has authorized other health care and/or education institutions to participate in the patient's treatment.
- To formulate advance directives and have hospital staff and practitioners to provide care in the hospital comply with these directives.
- To formulate, and review and revise his or her advance directive at any time.
- To be informed by the attending physician and other providers of health care services about any continuing health care requirements after his/her discharge from the hospital.
- To have his/her medical records, including all computerized medical information, kept confidential.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To have access to information about organ procurement.
- To examine and receive an explanation of the patient's hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital
- To be informed of hospital complaint resolution process and to have complaints reviewed by the hospital. To be provided with the address and telephone number where complaints can be filed with the Louisiana Department of Health and Hospitals and The Joint Commission.
- To be informed of his/her responsibility to comply with hospital rules, cooperate in the patient's own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information regarding payment of charges
- Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, and provisions for continuing care and acceptance by the receiving institution.
- To access protective and advocacy services, if needed.

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Responsibilities of Patients

As a patient at Lafayette Surgical Specialty Hospital, I have the responsibility:

- To inform healthcare providers of changes in my body and how I feel.
- To provide complete information that facilitates my care, treatment, and services.
- To cry or show my feelings in a way that helps me and does not hurt others
- To let staff know right away if something is unsafe
- To ask questions if I do not understand something that is being done for me
- To let the hospital staff know any medicine I am taking when I arrive at the hospital
- To follow the hospital policies, rules and regulations as they have been told to me to support the care and to provide a safe environment for all individuals in the hospital.
- To accept consequences of not following responsibilities stated above
- To meet financial commitments
- To be considerate of hospital staff and property by maintaining civil language and conduct while in the hospital.

Rights and Responsibilities of Parents/Guardians

In addition to the rights of adult patients, the needs of children/adolescents and they, with their parents/guardians shall have the following rights:

- Respect for each child and adolescent as a unique individual and the care-taking role and individual response of the parent
- Provision for the normal physical and physiological needs of a growing child to include nutrition, rest sleep, warmth
- Consistent, supportive, nurturing care which meets the emotional and psychosocial needs of the child and fosters open communication
- Provision for self-esteem needs which will be met by attempts to give the child reassuring presence of a caring person, especially a parent, freedom, to express feelings or fears with appropriate reactions, and as much possible control, over both self and situation.
- Provision for varied and normal stimuli of life which contributes to cognitive, social, emotional, and physical development needs.
- Information about what to expect prior to, during and following procedure/experience
- Participation of children/families in decisions affecting their own medical treatment.
- The patient is responsible for being considerate of the rights of other patients and hospital personnel.
- Minimization of hospital stay duration by recognizing discharge planning needs.

Pediatric Bill of Rights

As a patient of Lafayette Surgical Specialty Hospital, I have the right:

- To be called by my favorite name of the name I like, and to know the names of the doctors, nurses and others who take care of me.
- To be treated with courtesy and respect.
- To have a careful examination followed by prompt treatment.
- To be comfortable, nourished and without restraints whenever needed, if at all possible
- To have my daily routine as normal as possible
- To have tests and procedures scheduled so I do not have to be hungry or thirsty no longer than is needed
- To make choices whenever I can as long as they do not interfere with my care
- To have people talk directly to me and not about me, and to know my opinion counts
- To have my family with me whenever possible
- To be told what is happening to me and why, whether it will hurt or be uncomfortable, how long it will last, and to have all my questions answered in words I understand
- To have an interpreter for me and my family whenever possible
- To have information about me kept only among my family, the people caring for me, and me unless my parents or guardians have permission for others to use it.
- To be given information that will help me take care of myself
- To expect those caring for me to look for ways in which I show I am hurting, and to know the words I use for "pain"
 - o Keep me from feeling pain whenever possible and give me medicine in the least painful way
 - o Use methods that will make me as comfortable as possible
 - o Ask me about what methods have helped me before, and use them