

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

21. Be informed by the physician, or a delegate of the physician, of your 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.

22. Know which hospital rules and policies apply to your conduct while a patient.

23. Designate visitors of your choosing, if you have decision making capacity, whether or not the visitor is related by blood or marriage, unless:

a. No visitors are allowed;

b. The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility;

c. 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.

24. Have your wishes considered, if you lack decision-making capacity, for the purpose of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.

25. Reasonable responses to any requests made for service.

26. File a complaint with the California Department of Public Health regardless of whether

you use the hospital's grievance process. (For more information see Complaint Resolution)

27. File a grievance. (For more information see Complaint Resolution)

28. Exercise these rights without regard to sex, race, color, religion, ancestry, national origin, age, disability, medical condition, marital status, sexual orientation, educational background, economic status or the source of payment for care.

Complaint Resolution:

The state Department of Health Service's phone number and address is:

California Department of Health Services
District Administrator
Santa Rosa / Redwood Coast District Office
2170 Northpoint Parkway
Santa Rosa, CA 95407
707-576-6775 • 866-784-0703 (toll free)

If you want to file a complaint or grievance with this hospital, you may do so by writing or calling:

St. Joseph Hospital Administration
2700 Dolbeer Street, Eureka, CA 95501
707-445-8121 extension 7500

or

Redwood Memorial Hospital Administration
3300 Renner Drive, Fortuna, CA 95540
707-725-3631 extension 7500

Patient Rights and Responsibilities

*a guide for patients
and their families*

St. Joseph Hospital
Redwood Memorial Hospital 
ST. JOSEPH
HEALTH SYSTEM

A Ministry of the
Sisters of St. Joseph
of Orange

Patient Rights

You have the right to...

1. Be informed 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 and to participate in the 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 foregoing or withdrawing life sustaining treatment.

2. Make informed decisions regarding medical care, 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. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary to inappropriate. 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; You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.

3. Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these 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.

4. Have a family member or other representative of your choosing and your own physician notified promptly of your admission to the hospital.

5. Have personal privacy respected. 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 be asked to leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

6. Receive care and treatment in a safe setting without coercion, discrimination, or retaliation.

7. Be free from all forms of abuse or harassment and to access protective and advocacy services including notifying government agencies of neglect or abuse.

8. The confidentiality of your clinical records and to the 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 the hospital may use and disclose your protected health information.

9. Access information contained in your medical records within a reasonable time frame; the hospital will seek to meet the requests of individuals to gain access to their own medical records as quickly as possible within the record keeping processes.

10. 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.

11. Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising your

access to services.

12. Know the professional status of any person providing your care and/or services and to know the name of the physician who has primary responsibility for coordination.

13. Know the reasons for any proposed change in the Professional Staff responsible for your care.

14. Know the reasons for your transfer either within or outside the hospital.

15. Be informed of the relationship(s) of the hospital to other persons or organizations participating in the provision of your care and the names and professional relationships of other physicians and non-physicians who will see you.

16. Have access to the cost, itemized when possible of services rendered within a reasonable period of time and to examine and receive an explanation of the hospital's bill regardless of the source of payment.

17. Be informed of the source of the hospital's reimbursement for your services, and of any limitations which may be placed upon your care.

18. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions and to have your pain treated as effectively as possible. 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 specialized in the treatment of severe chronic pain with methods that include the use of opiates.

19. Considerate and respectful care, to be made comfortable and to reasonable responses to any reasonable request made for services. You have the right to respect for your cultural, psychosocial, spiritual, personal values, beliefs and preferences.