



## Patients' Rights and Responsibilities

West Ascension Parish Hospital respects the basic human rights and personal dignity of each patient. As a patient, you have the right to be informed about your care, to participate in decisions regarding your treatment, and to expect respectful and appropriate care while receiving services at our facility. When a patient is incapacitated, incompetent, or a minor, these rights may be exercised by the patient's legally authorized representative.

### As a Patient, You Have the Right To:

- Be treated with courtesy, respect, and consideration, with appreciation for your individual dignity, and to be free from abuse, neglect, exploitation, discrimination, or harassment.
- Receive care in a safe setting and have your privacy protected during treatment and personal care.
- Confidentiality of your medical record and protected health information, as permitted by law.
- Access information contained in your medical record within a reasonable time and in accordance with hospital policy and applicable law.
- A prompt and reasonable response to questions, concerns, and requests.
- Know the identity of the physician, provider, and other individuals involved in your care and who is responsible for your treatment.
- Receive information about available patient support services, including interpreter or communication assistance services when needed.
- Receive information about hospital rules and regulations that apply to your conduct and responsibilities as a patient.
- Refuse treatment to the extent permitted by law and be informed of the medical consequences of that decision.
- Receive, upon request, information and counseling regarding known financial resources available for your care.
- If eligible for Medicare, know upon request and in advance of treatment whether the provider accepts the Medicare assignment rate.
- Receive, upon request and prior to treatment when practical, a reasonable estimate of charges for medical care.
- Receive a reasonably clear and understandable itemized bill and, upon request, have the charges explained.
- Impartial access to treatment and accommodations regardless of age, race, color, national origin, religion, language, culture, sex, gender identity, sexual orientation, disability, or source of payment.
- Receive an appropriate medical screening examination and stabilizing treatment for an emergency medical condition, as required by law.
- Be informed if medical treatment is proposed for purposes of experimental research and to consent or refuse to participate.
- Receive information from your provider concerning your diagnosis, condition, treatment options, risks, expected outcomes, and prognosis.
- Have your pain assessed and managed appropriately.
- Receive visitors of your choosing, including a spouse, domestic partner, family member, or friend, and to withdraw or deny visitation consent at any time, subject to clinically necessary or reasonable restrictions.
- Have a family member, representative, or support person notified promptly of your admission, when permitted and requested by you.
- Be free from restraints or seclusion unless necessary to protect you or others from harm and used in accordance with law and hospital policy.
- Voice complaints or grievances regarding care, treatment, or services without fear of retaliation.

## As a Patient, You Have the Responsibility To:

- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications, allergies, and other health matters.
- Report unexpected changes in your condition to your provider or nurse.
- Ask questions when you do not understand your diagnosis, treatment plan, or what is expected of you.
- Follow the treatment plan recommended by your provider or inform staff if you are unable or unwilling to do so.
- Keep appointments and notify the provider or facility when you are unable to do so.
- Accept responsibility for your actions if you refuse treatment or do not follow medical instructions.
- Fulfill your financial obligations for healthcare services as promptly as possible.
- Follow hospital rules and regulations affecting patient care, safety, and conduct.
- Maintain respectful behavior and refrain from violence, threats, harassment, or disruptive conduct toward patients, visitors, or staff.
- Be respectful of the rights, privacy, and property of others.

## Concerns, Complaints, and Grievances

If you have concerns about your care or experience at West Ascension Parish Hospital, we encourage you to first contact:

**Kevin J. Causey**

Patient Advocate

Phone: (225) 474-2137

Email: kevin.causey@westaph.org

You may also file a formal complaint with the appropriate regulatory agency:

<b>Complaint Type</b>	<b>Agency / Contact Information</b>
Physicians, Physician Assistants, and Acupuncturists	Louisiana State Board of Medical Examiners (LSBME) Phone: (504) 568-6820 Website: <a href="http://www.lsbme.la.gov">www.lsbme.la.gov</a>
Registered Nurses (RNs) and Advanced Practice Registered Nurses (APRNs)	Louisiana State Board of Nursing (LSBN) Phone: (225) 755-7500 Website: <a href="http://www.lsbm.state.la.us">www.lsbm.state.la.us</a>
Hospitals and Healthcare Facilities	Louisiana Department of Health - Health Standards Section Phone: 1-866-280-7737 Website: <a href="http://ldh.la.gov">ldh.la.gov</a>
Privacy / Health Information Complaints	U.S. Department of Health and Human Services, Office for Civil Rights (OCR) Website: <a href="http://www.hhs.gov/ocr">www.hhs.gov/ocr</a>

## Our Commitment

Your feedback is important to us and helps improve the quality of care and services we provide.

Translated versions of this Patients' Rights and Responsibilities handout are available upon request to ensure accessibility for all patients.