

# Your Rights and Responsibilities as a Patient

## Patient Rights

You have the right to:

- **exercise these rights** without regard to age, sex, sexual orientation, marital status, language, race, creed, color, ancestry, national origin, physical/mental disability, veteran status, culture, economic, educational, or religious background, or the source of payment for care.
- **considerate and respectful care** and to be made comfortable. You have the right for your personal values and beliefs to be respected.
- have a family member (or other representative of your choosing) and your own physician **notified promptly of an admission** to the hospital.
- **receive care in a safe setting**, free from verbal or physical abuse, harassment or exploitation. You have the right to access protective services including notifying government agencies of neglect or abuse.
- **knowledge of the name of the physician** who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
- **receive information about your health status**, the course of treatment, prospects for recovery, and outcomes of care (including unanticipated outcomes) in terms that you can understand. You have the right to participate in the development and implementation of your plan of care and you may include or exclude family members from participating in care decisions.
- **receive as much information about any proposed treatment or procedure** as you 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 each treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment.
- **participate actively in decisions regarding medical care.** To the extent permitted by law, this includes the right to refuse treatment and to be informed of the medical consequences of such refusal. You do not have the right to receive treatment or services deemed medically unnecessary or inappropriate.
- **participate in resolving ethical dilemmas** that arise in the course of care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment. You may consult with a member of the hospital's ethics committee regarding ethical questions and concerns by asking the nurse or physician or by calling 3-5760.
- **have your 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 leave prior to an examination and when treatment issues are being discussed, privacy curtains should be used in semi-private rooms.

- **confidential treatment of all communications and records** pertaining to the care and the stay in Stanford Hospital & Clinics. You will receive a separate "Notice of Privacy Practices" that explains patients' privacy rights in detail and how Stanford Hospital & Clinics may use and disclose protected health information.
- **reasonable responses** to any reasonable requests made for service.
- **leave Stanford Hospital & Clinics** even against the advice of physicians to the extent permitted by law.
- **reasonable continuity of care** and to know in advance the time and location of appointments as well as the identity of persons providing your care.
- **be informed of any human experimentation** or other research/educational projects affecting your care or treatment. You are given a description of alternative services that might be advantageous. You have the right to refuse to participate in such research projects, which will not compromise access to services.
- be informed of continuing healthcare **requirements following discharge** from Stanford Hospital & Clinics, and if you request, have this information given to a friend or family member.
- examine and receive an **explanation of the bill** regardless of source of payment.
- know which **Stanford Hospital & Clinics rules** and policies apply to your conduct while a patient.
- have all **patients' rights apply to the person who has legal responsibility** to make decisions regarding medical care on your behalf. This includes the right of the patient's guardian, next of kin or legally authorized representative to exercise, to the extent permitted by law, the rights of the patient if the patient is: adjudicated incompetent in accordance with the law; is found by his/her physician to be medically incapable of understanding the proposed treatment or procedure; is unable to communicate his/her wishes regarding treatment; or is an unemancipated minor.
- **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. Stanford Hospital & Clinics reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, member of the Stanford Hospital & Clinics staff or would significantly disrupt the operation of the facility.
  - c. you have indicated to Stanford Hospital & Clinics staff that you no longer want this person to visit.

However, Stanford Hospital & Clinics may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

- have your wishes considered for purposes of **determining who may visit if you lack decision-making capacity** and to have the method of consideration disclosed in the hospital policy on visitation. At a minimum, Stanford Hospital and Clinics shall consider any person living in the household.
- **be free from restraints** and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- be provided with information about **accessing protective services** (that is, guardianship and advocacy services, conservatorship, and child or adult protective services.)
- **appropriate assessment and management of pain**, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication if suffering 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 specialize in the treatment of severe chronic intractable pain with methods that may include the use of opiates.
- **formulate advance 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 patient's rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf. Assistance is provided to patients who would like to formulate an advance directive.
- information, at the time of admission, about the Stanford Hospital & Clinics **patient rights policies** and mechanism for the initiation, review, and when possible, resolution of patient complaints concerning the quality of care.
- **file a grievance/complaint** about care, services or discrimination based on **physical or mental disability** and be informed of the action taken, with the assurance that future access to and quality of care will not be affected. This may be done in writing or by calling the Director of Guest Representation at 650/498-3333, 300 Pasteur Drive, Stanford, CA 94305.
- **file a complaint with the Department of Health Services** whether or not you use the hospital's grievance process. Licensing and Certification, 100 Paseo de San Antonio, Suite 235, San Jose, CA 95113; 408/277-1784; fax 408/277-1032.
- **We actively encourage you to contact Guest Services at (650) 498-3333** if you have any questions or complaints regarding your care or experience here at Stanford Hospital & Clinics. **Our Guest Services is here to answer questions, handle complaints, and offer any assistance you need.**

- **You may also report a complaint to The Joint Commission:**  
Mail:  
Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
Or call: (800) 994-6610

**Stanford Hospital & Clinics has interpretation available in all languages including sign, free of charge. Please call Guest Services at 650/498-3333.**

Стэнфордская больница и клиники предоставляют бесплатные услуги по переводу со всех языков, включая язык жестов для глухонемых. За дополнительной информацией обращайтесь в отдел по работе с пациентами по телефону: 650/498-3333.

史丹福醫院為病人方便起見，特提供各種語言的免費口譯服務，包括手語。欲知詳情，請電「賓客服務部」：650/498-3333。

## Patient Responsibilities

You have the responsibility to:

- **make informed decisions.** Gather as much information as you need. You may be asked to consent in writing to certain tests, procedures, or operations. You should ask questions to fully understand each document to be signed.
- **understand.** If the explanation of the medical problem or treatment is not clear, ask such questions as:
  - a. Why is the treatment recommended?
  - b. What risks or side effects are involved?
  - c. What alternatives are available?
  - d. Will the treatment cause discomfort or pain?
- **be honest.** Give an accurate, complete medical history and report changes in your health to your medical practitioner. This includes reporting your degree of pain and the effects or limitations of treatment for pain.
- **respect others.** Be considerate of others by allowing them privacy, limiting visitors, and maintaining a quiet atmosphere. Telephones, televisions, radios, and lights should be used in a manner agreeable to others.
- **follow the treatment plan.** Tell your doctor if you believe you cannot follow through with the treatment plan and why you cannot. Find out about the consequences of refusing treatment or of selecting an alternative treatment not recommended by the medical team. You do not have the right to receive treatment that is considered medically unnecessary or inappropriate.
- recognize, as a **medical teaching institution**, Stanford Hospital & Clinics has a commitment to the education of future healthcare professionals. Patients receiving medical care in Stanford Hospital & Clinics are a part of this process.
- **follow the Stanford Hospital & Clinics rules** and regulations affecting patient care and conduct.
- recognize the **effect of lifestyle** on your personal health.



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