

PATIENT BILL OF RIGHTS & PROCEDURES

The patient or his / her representative has the right to:

- 1. Information Disclosure:** You have the right to receive accurate and easily understood information about your health status, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or simply don't understand something, assistance will be provided to you in order for you to make informed health care decisions.
- 2. Choice of Providers:** You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high - quality health care.
- 3. Access to Emergency Services:** If you have severe pain, an injury or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization of financial penalty.
- 4. Participation in Treatment Decisions:** You have the right to know all your treatment options and to make informed decisions regarding your care. You have the right to participate in the development, implementation and revisions of your plan of care. You have the right to request, accept or refuse treatment. You have the right to be informed of potential consequences of treatment refusal. You have the right to formulate advance directives and to have hospital staff and practitioners, who provide care in the hospital, comply with these directives. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.
- 5. Respect, Safety and Nondiscrimination:** You have the right to be treated with respect, dignity and comfort. You have the right to considerate and nondiscriminatory care from your doctors and other health care providers. You have the right to personal privacy. You have the right to receive care in a safe setting. You have the right to be free from all forms of abuse and harassment, including the unnecessary use of restraints.
- 6. Confidentiality of Health Information:** You have the right to talk in confidence with your health care providers and to have your health care information safeguarded from unauthorized disclosure without your specific informed consent. You also have the right to review and copy your own medical record within a reasonable time frame. You have the right to request that your physician amend your record if it is not accurate, relevant, or complete.
- 7. Information:** You have the right to know about hospital rules that affect your treatment. You have the right to know how much your hospital stay will cost you. You have the right to have a family member, or representative of your choice, and your personal physician be notified promptly of your admission to the hospital.
- 8. Grievances and Appeals:** You have the right to a fair, fast and objective review of any grievance you have against your doctors, nurses, other health care personnel or hospital. This includes grievances about waiting time, operating hours, the conduct of health care personnel, and the adequacy of health care facilities. Grievances should be made to MHCC. The Wyoming State Department of Health Quality can be used as an alternative reporting agency in the event your grievance is not satisfactorily resolved. Grievances may be written or verbal. Ask a nurse for a grievance form. He / She will provide assistance in completing the form, should you so request. You will be notified, within 3 working days, that your grievance has been received. You have the right to expect resolution of your grievance within a reasonable time frame, and to be informed of the progress toward resolution. Grievances should be reported to:
 - a. House Supervisor (**Dial 386 for operator**)
 - b. Quality Assurance & Risk
 - c. Wyoming State Department of Health Quality (777-7123)

9. Patient Responsibilities: You are responsible for providing all information about your past care, illnesses and medicines to your health care providers when they are trying to figure out the best possible treatment for you. You are responsible for being considerate of the needs of other patients in the hospital. You are responsible for providing health care insurance information when you are asked for it.