

Patient Rights and Responsibilities

In accordance with standards of The Joint Commission, Chapter 93, Section 11-93-26 of the Hawaii State Department of Health regulations, other applicable state laws and regulations, and applicable federal laws, patients are accorded certain rights during their stay and while undergoing treatment and care at Kuakini Medical Center. Patient rights and responsibilities information is given in writing to the patient/patient's authorized representative during the inpatient admission processing or at the time of admission to the service area.

Patient Rights

The following patient rights will be protected and exercised at Kuakini Medical Center:

- a. **Reasonable Access to Care** – The patient has the right to reasonable access and a reasonable response to his/her request and need for treatment/ services at the Medical Center, which is within the capabilities of the Medical Center's facilities and health care team, its stated mission, and applicable laws and regulations. The Medical Center will follow standards of care and applicable policies that are based on the needs of each patient and without regard to the patient's ability to pay or based upon any other factor that is substantially unrelated to patient care.
- b. **Notification of Patients Rights** – The patient or authorized representative has the right to be notified of the patient rights at the Medical Center in advance of the delivery of care and as needed thereafter.
- c. **Informed Consent** – The patient has the right to be informed about the treatment, services and care planned, prior to or at the time of admission and during the hospital stay, and of the rights and rules governing patient conduct
- d. The patient has the right to expect that a family member or authorized representative and physician will be notified promptly of the patient's admission to the Medical Center.
- e. **Respect and Supportive Care** – The patient has the right to
 - (1) have his or her cultural, psychosocial, spiritual, and personal values, beliefs and preferences respected;
 - (2) meet with and participate in activities of social, religious, and community groups at the patient's discretion, provided it is not medically contraindicated and does not infringe on the rights and safety of others;
 - (3) receive care which optimizes the patient's comfort and personal dignity throughout his/ her treatment, including the right to receive information about pain and relief measures for pain by staff knowledgeable about pain prevention and pain management, and to have health care professionals respond to the patient's pain needs;
 - (4) receive care at the end of life;
 - (5) receive care in a safe setting, free from humiliation, harassment, abuse, injury or threats;
 - (6) be free from chemical and physical restraints during medical/surgical care except as authorized by a physician for clinical requirements or in an emergency situation to

protect the patient from injury to himself/herself or others;

- (7) be free from chemical and physical restraints or seclusion for the management of patient behavior unless clinically required and authorized by a physician;
- (8) be free from restraints or seclusion as a means of coercion, discipline, convenience, or retaliation from staff and others; and
- (9) refuse performing services for the Medical Center, its licensee or staff when such services are not for therapeutic purposes and are not in the patient's plan of care.

- f. **Cultural/Religious Beliefs** – The patient has the right to exercise his/her cultural and religious beliefs within the Medical Center, provided it is not medically contraindicated and does not infringe on the rights and safety of others or violate state or federal regulations.
- g. **Information About Treatment** – The patient has the right to be informed of the person(s) responsible for the delivery of their care, treatment, and services. The patient also has the right to inspect and copy his/her health information, without discrimination, including but not limited to diagnosis, required treatment, prognosis, medically reasonable alternatives, risks and benefits of treatments, how treatment will be provided, possible length of recovery, and how transfer to another facility is arranged and accepted when treatment or services required by the patient are not available at the Medical Center or the patient no longer requires the services of the Medical Center. When it is not medically advisable to give such information to the patient, the information will be made available by the attending physician to a family member or authorized representative. The patient also has the right to request to append information to his/her medical record.
- h. **Involvement in Care** – The patient has the right to exercise his/her individual rights regarding

patient care and to be involved in all aspects of his/her care including the development and implementation of his/her plan of care. The patient's family or authorized representative has the right to participate in the decisions of patient care; however, the patient has the right to exclude family members from participating in the decision of patient care and to inform the Medical Center of this position.

- i. **Refusal of Care** – The patient has the right to refuse services and care from the Medical Center or to withdraw treatment, including life sustaining treatment, after being informed of the benefits of treatment and the consequences or refusal or withdrawal to the extent allowed by law.
- j. **Advance Directives** – The patient has the right to (1) establish advance directives (living will or durable power of attorney for healthcare) consistent with applicable state and federal laws, (2) designate a surrogate decision maker when loss of decision-making capacity occurs, or (3) withhold resuscitative services. The Medical Center will provide the patient with appropriate information, which will enable treatment decisions that may involve the withholding of resuscitative services of life-sustaining treatment. At the patient's request, the Medical Center will also provide assistance with (1) establishing an advance directive, or (2) reviewing and/or revising an existing advance directive. The Medical Center will honor the advance directives of the patient within the limits of the law and the hospital's capabilities.
- k. **Research** – The patient has the right to an informed consent to participate or not participate in clinical research studies or human experimentation affecting care and treatment or requiring direct patient involvement. The patient will be informed of (1) any potential involvement in research studies and description of the expected benefits, (2) potential risks/discomforts, (3) advantages of alternative services, (4) explanation of procedures, and (5) option to refuse involvement in the research without

compromising the patient's access to care in the Medical Center.

- l. **Privacy** – The patient has the right to privacy according to applicable state and federal laws. The patient has the right to a reasonable amount of privacy during a patient's case discussion, consultation, examination, and treatment. If a couple is admitted as patients in the Medical Center, the patients will be permitted to share a room if available and if not medically contraindicated. The patient has the right to associate and communicate privately with persons of the patient's choice, and to send and receive the patient's personal mail unopened unless medically contraindicated. The patient has the right to a reasonable amount of privacy when using the telephone, receiving mail, and meeting with visitors. At the patient's request, members of the clergy may visit the patient at any time.
- m. **Confidentiality** – The patient has the right to expect that all communication and records about his/her care will be treated as confidential according to applicable state and federal laws. The patient's personal information and medical records will be protected and held in confidence. Access to patient records will be limited to only authorized users as defined by Medical Center policy and applicable state and federal laws. The patient has the right to approve or refuse the release of his/her medical record to any individual outside the Medical Center except in the case of transfer and as required by law or for third party payment.
- n. **Concerns/Complaints** – The patient has the right to present to the Medical Center his/her concerns about the quality of care or services received and/or patient safety issues, and to receive a response from the Medical Center. The patient has the right to access an internal grievance process at the Medical Center and to appeal to an external agency for any concerns regarding violations of patient rights. The internal grievance process provides the patient an opportunity to voice his/her concerns on patient rights to the Patient Relations Representative (at ext. 8791) or a

representative in the Medical Center of the patient's choice and be able to discuss the concerns without restraint, interference, coercion, discrimination or reprisal from the Medical Center's staff. The external agency that the patient has the right to appeal his/her concerns is the Hawaii State Department of Health, Office of Health Care Assurance (phone no. 586-4080; mailing address: 601 Kamokila Blvd., Rm. 395, Kapolei, Hawaii 96707). Any quality of care concerns can be directed to the Kuakini Medical Center Administration and the Executive Committee of the Medical Staff. For Medicare quality of care concerns, the patient can contact the external agency that monitors the quality of care provided to Medicare patients; the external agency is the Mountain-Pacific Quality Health Foundation located in Helena, Montana (phone no. (406) 443-4020).

- o. **Communications** – The patient has the right to effective communications from the Medical Center and staff. The Medical Center will provide (1) assistance for language translation support, (2) assistance for the vision, hearing, speech, and cognitively impaired, (3) review of restrictions (e.g. visitors, telephone calls) for the patient based on an evaluation for therapeutic effectiveness, (4) an explanation of services rendered to the patient and family or authorized representative, and (5) information and participation by the patient and family or authorized representative in the planning of the patient's care.
- p. **Protective Services** – The patient has the right to access protective services whenever the patient has concerns and grievances regarding mistreatment, neglect or abuse.
- q. **Continuity of Care** – The patient has the right to receive hospital discharge planning by qualified Medical Center staff to ensure appropriate post-hospital placement. When medically permissible, a patient may be transferred from the Medical Center to another facility after receiving complete information concerning the need for such transfer. When care in the Medical Center is no longer medically appropriate, the patient or his/her

authorized representative has the right to be told of health care alternatives.

- r. **Pastoral Care** – The patient has the right to receive pastoral care and other spiritual services if requested.
- s. **Security and Safety** – The patient has the right to expect the Medical Center to maintain high patient safety standards. The patient has the right to be provided a safe and secure setting or environment while receiving services at the Medical Center.
- t. **Patient Billing** – The patient has the right to examine and receive an explanation of his/her bill,

regardless of source of payment. The Medical Center will provide assistance to the patient in understanding the bill and the charges/rates/reimbursements related to the actual services received by the patient. The Medical Center will bill the patient only for the services actually provided and ordered by a physician(s) for the appropriate care of the patient.

- u. **Relationships of Medical Center** – The patient has the right to be informed of the relationships between the Medical Center and staff and educational organizations, other health care providers, third-party payors, and/or health care networks that may impact the patient’s treatment and care.

Patient Responsibilities

To involve patients with their plan of care and to maintain the safety for all patients, Kuakini Medical Center requires patients to cooperate and assist in the following ways:

- a. Acknowledge and understand that Kuakini Medical Center will provide health care services to those patients to whom Kuakini can safely deliver care within the capabilities of its facilities and health care team, and its stated mission.
- b. Cooperate with the Medical Center staff in providing honest and accurate personal health information for appropriate diagnosis and treatment.
- c. Cooperate with the Medical Center staff in order to permit non-interrupted services to other Kuakini patients.
- d. Cooperate with and follow the Medical Center’s policies and procedures relating to patient conduct. Patients receiving patient care services at the Medical Center will not leave the facilities

or Kuakini grounds without permission or providing appropriate notice to the Medical Center’s staff.

- e. Be considerate and respectful of the Medical Center’s staff and property, and other patients.
- f. Agree to not keep any weapon(s), alcohol and controlled substances (drugs) during their stay in the Medical Center facilities and hospital while they are on Kuakini property.
- g. Cooperate in the hospital discharge process.
- h. Inform and update the Medical Center’s staff of any changes regarding their health insurance coverages, financial status, and their residence.
- i. Honor their responsibility as patients to pay for services rendered by the Medical Center on a timely basis and to cooperate in expediting the processing of third-party payments to the Medical Center.

Kuakini Medical Center appreciates hearing from patients and families/visitors on how we are doing in providing quality patient care. We also welcome any suggestion on how we can improve our services. Persons wishing to express their comments and concerns about their Kuakini experience may contact the manager or supervisor of the respective department where the services were received. In addition, comments and concerns may be given to the Patient Relations Representative in person or by calling (808) 547-9791. If we have not addressed your concern(s) or if you prefer to direct your concern(s) on patient care to an outside third party, you may contact The Joint Commission by telephone at 1-800-994-6610 or by email: complaint@jointcommission.org.