

YOUR RIGHTS AS A PATIENT

The mission of Stillwater Medical Center Authority (SMCA) is to provide compassionate and quality healthcare services in a financially sound manner. We are committed to maintaining your basic rights as our patient.

DEFINITION

Patient: When the term patient is used, that term also includes parents/guardians, health care proxy/durable power of attorney for healthcare, representative/support person, and other family members appropriate to make care decisions.

YOU HAVE THE RIGHT TO:

1. Reasonable access to care within SMCA's capacity, its stated philosophy, and applicable laws and regulations;
2. Be treated with consideration, respect, and dignity in a safe and secure environment that is free from unnecessary restraint or seclusion by trained staff, free from all forms of abuse or harassment, free from discrimination based on race, color, national origin, sex, sexual orientation, gender identity, age, disability, or source of payment, and have access to protective services if deemed necessary; this includes consideration and respect for personal values and beliefs;
3. Personal and physical privacy consistent with care needs;
4. Receive an appropriate assessment and plan for management of pain;
5. Be apprised of the organizational grievance/complaint process; receive a written response to grievances that includes the contact person, steps taken to investigate, results, and completion date; and have concerns regarding quality of care or premature discharge referred promptly to the appropriate Quality Improvement Organization (QIO) when applicable; (see statement at end of Patient Rights and Responsibilities);
6. Be informed of your health status, be involved in care planning and treatment, make informed decisions and give informed consent regarding care, be able to request or refuse treatment as allowed by state law; be involved in resolving dilemmas about care decisions; know the identity of your caregivers;
7. Confidentiality of all your medical information and medical records regarding your care;
8. Access information from your medical records, in the form and format requested (including electronic when maintained electronically) if readily producible, or otherwise in a mutually agreed form, within a reasonable time frame; the hospital will not frustrate legitimate efforts to access records and will actively seek to meet such requests as quickly as its record-keeping system permits; except as required by law and described in our Notice of Information Practices;
9. Examine and receive an explanation of your bill regardless of source of payment;
10. Be informed of potential research and experimental projects that are associated with your care; to participate or refuse to participate without compromise to your care;
11. Pastoral care and other spiritual or cultural considerations, if requested;
12. Unrestricted access to communication; to participate in any decisions regarding restriction of access to communication when necessary for patient care;
13. Be informed of expected outcomes of care; when appropriate you or your family will be informed of negative or unexpected outcomes;
14. Expect the organization to operate according to a code of ethical behavior and to have any appropriate patient issues addressed according to this code;
15. Comfort and dignity during the final stages of life;
16. Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital;
17. SMCA is affiliated with several professional schools and universities. As a patient, you have the right to request that students and observers not be assigned to your care. Therefore, unless you indicate otherwise, students and observers may be involved in various aspects of your care.
18. Designate persons who are permitted to visit you during your hospital stay and withdraw or deny such consent at any time. All visitors will enjoy full and equal visitation privileges consistent with patient preferences. The facility may establish clinically necessary or reasonable restrictions upon visitation, including restrictions upon hours and number of visitors, with reasons documented in the medical record. The facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and the number of visitors. A visitor may be restricted if the facility reasonably determines that the presence of that visitor would

endanger the health or safety of a patient, a member of the staff, or other visitor, or would significantly disrupt the operations of the facility.

19. Effective communication that provides information in a manner you understand, in your preferred language with provisions of interpreting or translation services, at no cost, and in a manner that meets your needs in the event of vision, speech, hearing or cognitive impairments. The goal is to provide information in easy-to-understand terms that will allow you to formulate informed consent.

AS A PATIENT, YOU HAVE THE RESPONSIBILITY TO:

1. Respect the policies of the organization;
2. Respect other patients and all personnel involved with your care;
3. Abide by and respect the organization's smoke free environment;
4. Assist in the control of noise and the number of visitors;
5. Be open and honest concerning any present illness, past hospitalizations, and any other matters relating to your health;
6. Report whether you clearly understand the instructions given or if you will not be able to comply with these instructions;
7. Assure that financial obligations of your healthcare are fulfilled promptly;
8. Participate in the treatment plan recommended to you by your healthcare professionals, and accept responsibility for your actions if you refuse treatment or do not follow the instructions;
9. Leave your valuables at home or place them in the hospital safe; you will have easy access to any valuables placed in the safe;
10. Report any perceived or identified safety issues related to your care or the physical environment to your physician(s) or other health providers;
11. Report perceived risks in your care and unexpected changes in your condition to your physician(s) and other healthcare providers;
12. Provide an Advanced Directive to the organization prior to or during patient care or hospitalization;

ADVANCE DIRECTIVE NOTICE

You have the right to receive information and assistance in formulating an Advanced Directive and/or a Do-Not-Resuscitate consent. SMCA will comply with these directives to the extent provided by state law.

PATIENT VISITATION

GENERAL GUIDELINES

- ✓ Visitors should be free of communicable diseases/infections. If visitation cannot be delayed, visitors may be required to wear personal protective equipment to protect themselves and others from transmission.
- ✓ Children under 12 years of age are discouraged. They should be accompanied by an adult at all times.
- ✓ To promote rest and healing, overnight visitation is discouraged. In the event overnight visitation is required, one overnight guest is allowable, given no justified clinical restrictions exist.

WOMEN'S HEALTH CENTER

- ✓ Children under 12 years of age without signs or symptoms of illness may visit. Children suspected to be ill should remain at home but if at the hospital must stay in the Women's Health Center lobby and not have contact with newborns.
- ✓ Visitors may not gather and wait in the hallway as this is a fire code violation. They will need to stay in the Women's Health Center lobby when not in the patient's room.
- ✓ ALL visitors must wash their hands before touching the baby.
- ✓ No visitor with known sickness (for example, cough, fever, open wounds) will be allowed to visit or handle the baby.
- ✓ Special Care Nursery visitors are limited to the mother and the support person designated by the mother to receive the second security band.

NEONATAL INTENSIVE CARE UNIT (NICU)

- ✓ Mother or primary caregiver will provide the hospital with an approved guest list.
- ✓ All guests other than siblings must be over 18 years of age; siblings under the age of 12 are not permitted on the unit.

- ✓ Only 4 visitors per family will be allowed at the bedside and at the discretion of the nurse.
- ✓ All individuals will sign in prior to entering the care area and will sign the Neonatal (NICU) Visitor Agreement. This is available upon request.

EMERGENCY DEPARTMENT

- ✓ Except under extraordinary circumstances, an ED patient may have visitors, usually limited to one or two at a time. Others may wait in the ED lobby or personal vehicle.
- ✓ Both parents of children may accompany their child if desired.

REHAB UNIT

- ✓ Visitors are requested to observe the following hours as this allows patients to participate in therapy and rest in between sessions in order to be able to perform at their highest level.
 - Monday–Friday: 4:30p–9:00p
 - Saturday: 12 noon–9:00p
 - Sunday: 9:00a–9:00p

SAME DAY SURGERY UNIT

- ✓ Families and friends will not be permitted in the OR/PACU except when the patient's condition is critical. On such an occasion, clergy, close relatives or friends may be permitted to see the patient in a screened area for a few minutes if the situation allows.

STILLWATER SURGERY CENTER

- ✓ Visitors are usually limited to one in the pre-operative area and two in the recovery areas. Both parents of children are allowed; other visitors may wait in the lobby.

MEDICAL-SURGICAL UNIT

- ✓ Visitors are allowed in the room with the patient if the patient desires, limited to a few at a time, except under certain circumstances when it would impede care as determined by the care team.
- ✓ The support person shall be responsible to see that visitors trade off at regular intervals or as desired by the patient. Visitors may wait within the designated waiting areas when not with the patient. The Med-Surg staff should ensure that those waiting are kept informed of the patient's status and procedures being done.
- ✓ If the patient or support person has difficulty controlling the visitor situation, staff will accommodate by providing control measures, i.e.: No Visitor signs, or not allowing visitors to remain on the unit. "No Visitor" signs are available to each patient to use at their discretion.
- ✓ Only one visitor shall be allowed to stay overnight with the patient in the room. At no time shall visitors be allowed to sleep on the floor or be provided an empty patient room. Cots or reclining chairs are available for the overnight guest which shall remain in the patient room.

If you have any complaints, concerns, or unmet needs, please feel free to discuss them with any of the following:

- ***your nurse or physician,***
- ***SMCA Patient Representative at 405-742-5676,***
- ***Oklahoma State Department of Health, Medical Facilities, 123 Robert S. Kerr Ave., Suite 1702, Oklahoma City, OK 73102-6406, phone 405-426-8470, email MedFacComplaints@health.ok.gov***
- ***DNV Healthcare USA Inc., Attn: Hospital Complaints, 19219 Katy Freeway, Suite 175, Houston, TX 77094, at phone 866-496-9647, by fax 281-870-4818, email hospitalcomplaint@dnv.com, or online <https://portal.myetrack.com/eCustomerPortal/publicadd.aspx?wid=306375&A=366611596>***
- ***The Medicare independent reviewer (QIO), Acentra Health, can be reached at 888-315-0636 or 855-843-4776 (TTY),***
- ***This will in no way compromise your current or future care. All information will be kept confidential.***