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	Title: PATIENT RIGHTS	Origination Date: 11/16/17
		Effective Date: 1/9/2018
		Retires Policy Dated: 11/1994
		Review Dates: 4/26/2021 11/17/2017
		Medical Operations Committee: 12/14/18
		Medical Staff Approval Date: 12/20/18
		Hospital Governing Board Approval: 12/9/2018

I. PURPOSE:

To protect and promote each patient’s rights including the rights of adolescent patients and their parents/guardians in accordance with the standards developed by all Federal, State, and Regulatory Agencies.

II. SCOPE:

All employees

III. RESPONSIBILITY:

All employees.

IV. POLICY:

It is the responsibility of Florida Medical Center to provide an effective means of communicating the patient’s rights and responsibilities to patients/families in a manner that prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

All employees shall be educated regarding patient’s rights and responsibilities during general orientation and through annual training sessions thereafter.

V. PROCEDURE:

A. Inpatients


Inpatients, at the time of admission to the facility, are provided information regarding patient’s rights and responsibilities. This information is contained in the **Patient Information Guide** provided by the registration department. In addition wall posters are located throughout the facility.

B. Outpatients

Outpatients, at the time of registration, are provided with a handout that outlines patients Rights and responsibilities.

C. Emergency Department

Emergency department patients, at the time of registration, are provided patient’s rights and Responsibilities. If the patient is unable to provide the registration information, the handout is

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Given to the family member. If no family is present, the information will be placed with the patient's belongings to be provided when appropriate.

D. Psychiatric Service

Patients, at the time of admission, receive a "notification of patient's rights" specific to inpatient psychiatric patients.

E. Family and Visitors

Wall posters listing patient's right and responsibilities in the Emergency Department registration area and main hospital out-patient registration / admitting area.

F. Employees

Each employee shall receive information about Patient's Rights and Responsibilities in their Orientation Program. At this time, each will receive an explanation and intent of the Patient's Rights and Responsibilities and how it is to be implemented within the hospital. Florida Medical Center's Medical Center's personnel shall support these rights by ensuring confidentiality, providing considerate and respectful care, providing privacy, verifying that all treatments and procedures have been fully explained and that consent has been obtained prior to the treatment.

VI. REFERENCES:

Florida Statutes 2016: Title XXIX, Chapter 381.026: Florida Patient Rights and Responsibilities
 Joint Commission, Hospital Accreditation Standards, Patient Rights and Organization Ethics
 Medicare and Medicaid Program, Hospital Conditions of Participation for Patient's Rights.

Approvals:

- Patient Safety Committee: 11/16/17
- Performance Improvement Council: 12/13/17
- Medical Operations Committee: 12/14/18
- Medical Executive Committee: 12/20/18
- Governing Board: 12/9/2018