

PILARS COMMUNITY HEALTH
HEALTH CENTER: Patient Bill of Rights
Effective Date: June 22, 2012 Revision:
Reviewed: September 2015; September 2018
Revision #1 Effective Date: January 1, 2016
Revision #2, Effective Date: October 16, 2018
Review Responsibility: CEO; QA Committee
Corporate Authorization: Board of Directors

I. PURPOSE

This policy affirms the commitment of Pillars Community Health (PCH) to treat all patients with respect and dignity.

II. SCOPE:

This policy applies to the Health Center of Pillars Community Health and all services and activities conducted within the approved "Health Center Scope of Project" - hereinafter referred to as the "Health Center." It applies to all health Center staff, management and Board members. This policy applies to all patients of the Health Center whether active or inactive, and their respective families, partners and representatives.

III. DEFINITIONS – none

IV. CROSS REFERENCES

Patient Privacy Policies and Procedures
Patient Grievance Policy and Procedures
Patient Access Policies

V. POLICY

- A. Patient rights encompass legal and ethical issues in the provider-patient relationship, including a person's right to privacy, the right to quality health care without prejudice, the right to make informed decisions about care and treatment options, and the right to refuse treatment.

Many issues comprise the rights of patients in the health care system, including access to care, a patient's ability to sue a health provider; access to emergency and specialty care, diagnostic testing, and prescription medication without prejudice; confidentiality and protection of patient medical information; and continuity of care.

Pillars Community Health is committed to operating a health center that is fair, responsive, and accountable to patient concerns. Pillars Community Health encourages patients to take an active role in improving and safeguarding their health, and also desires to strengthen the relationship between patients and healthcare professionals.

- B. Patient Rights : Patients shall have a right to:

- Basic rights of care and privacy as set forth in federal and state regulations, including but not limited to the right to examine their own medical records and to amend them if necessary.
 - Be treated with respect and dignity
 - Education concerning what to expect of their health care facility and its providers.
 - Participate in the development and implementation in the plan of care
 - Informed Consent: Be informed about condition, procedures, treatment options, and the possible results and side effects of treatment
 - Refuse treatment in accordance with the law, and receive information about the consequences of refusal
 - Quality health care without discrimination because of race, creed, gender, religion, national origin, or source of payment
 - Know the identity of the staff and provider treating the patient, as well as any relationship between professionals and agencies involved in the treatment
 - Information, including charges for services
 - Consultation and communication
 - Complain or compliment without the fear of retaliation or compromise of access or quality of care
- C. Patient Expectations: Recognizing the need for partnership in the provider-patient relationship to achieve optimal care, the patient is expected to:
- Meet a fair share of responsibility by following the plan of care,
 - Provide complete and accurate health information, and
 - Communicate comprehension of instructions on procedures and treatment.
- D. Patient Responsibilities: The patient is further responsible for
- Consequences of refusal of treatment,
 - Not following the rules and regulations of the Health Center
 - Being inconsiderate of the rights of others, including staff and other patients and visitors to the Health Center others' rights.
 - The patient is also responsible for providing assurance that financial obligations of care are met.


VI. IMPLEMENTATION

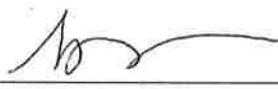
- A. All staff shall be required to read and review this policy. All staff who have contact with patients shall be trained on the bill of rights and verification of such training shall be maintained by Human Resources.
- B. The Patients' Bill of Rights shall be posted on the Pillars Community Health website, posted at all Health Center locations and/or displayed on waiting room area media players and shall be included in all new patient packets. Such information shall be available in English and Spanish.

VII. OTHER

- A. This policy as of its effective date supersedes all prior policies concerning the same subject matter.
- B. Policy Review: at least every 3 years


Review Authority:

CEO:  Date: 9/27/18

QA Committee Chair:  Date: 9/27/18

Corporate Authorization:

This policy was duly adopted by the Board of Directors on Oct 16, 2018
with an effective date of _____, 2018.

, Secretary