

Patients' Rights & Responsibilities

EJGH

Patients have the right to...

- be informed of their rights and responsibilities.
- have a family member, chosen representative and/or their physician notified promptly of admission to the hospital.
- receive treatment and medical services without any type of discrimination.
- be treated with privacy, consideration, respect and recognition of their individuality.
- be informed of the names and functions of all physicians and other healthcare professionals providing their direct care.
- receive the services of a translator or interpreter to facilitate the communication between the patient and the hospital's healthcare professionals.
- participate in the development and implementation of their plan of care.
- make informed decisions regarding their care.
- be informed of their health status, involved in care planning and treatment, and allowed to request or refuse treatment.
- be included or to refuse to be included in experimental research.
- be informed if the hospital has authorized other institutions to participate in their treatment. Patients have the right to know the identity and function of these institutions, and to refuse to allow the institutions to participate in their treatment.
- formulate advance directives and have physicians and other healthcare professionals comply with these directives.
- be informed by their physician and other healthcare professionals about any continuing healthcare requirements after their discharge.
- receive assistance from their physician and appropriate healthcare professionals in arranging for required follow-up care.
- have their medical records kept confidential.
- have access to their medical records within a reasonable time frame.
- be free from restraints of any form that are not medically necessary.
- be free from all forms of abuse and harassment.
- receive care in a safe setting.
- examine and receive an explanation of their bill and may receive information relating to financial assistance available.
- have a full explanation if they are being transferred to another facility.
- be informed in writing about the hospital's policies and procedures for initiation, review and resolution of patient complaints, including the address and telephone number of where to file complaints with the Department of Health and Human Services.

Patients have the responsibility to...

- provide information
- follow instructions
- follow hospital rules and regulations
- accept consequences of their decisions
- meet financial obligations
- show respect and consideration
- ask questions

East Jefferson General Hospital

Concerns may be brought to the attention of any hospital Team Member, or you may call EJGH Guest Services at 504-454-4837.

Concerns may also be forwarded to: The State Department of Health and Hospitals, 1201 Capitol Access Road, P.O. Box 3767, Baton Rouge, LA 70821, 1-866-280-7737 or The Joint Commission on Accreditation of Healthcare Organizations (JCAHO): email: complaint@jcaho.org, fax: 630-792-5656, phone: 1-800-994-6610 or at: Office of Quality Monitoring, 1 Renaissance Blvd., Oakbrook Terrace, IL. 60181.

A list of Patients' Rights & Responsibilities is available in the EJGH Patient Handbook or upon request by calling Guest Services at 504-454-4837.