

The organization's policies and practices address the rights of patients to treatment, care, and services within the capability and mission of this facility and in compliance with law and regulation.

PATIENT RIGHTS

1. You have the right to be treated with dignity and to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
2. You have the right to quality and ethical treatment, regardless of sex, race, religion, color national origin, source of payment for care, or nature or severity of a handicapping condition.
3. You have the right, as an inpatient, to pastoral and other spiritual services.
4. You have the right to be safe from mental, physical, sexual and verbal abuse, neglect, harm, and exploitation.
5. You have the right to privacy during your treatment.
6. You have the right to confidentiality of all records and communications. Information regarding your treatment or records will only be released with your, or your legal guardian's, written authorization or as required under proper legal direction compulsion or as explained in the HIPAA Privacy Notice.
7. You have the right to access, request amendment to, and receive an accounting of disclosures regarding your clinical/service information as permitted by law.
8. You have the right to receive information about the nature of the care, procedures and treatment that you will receive and to participate in decisions regarding your care and treatment planning. You have the right to an explanation of the risks, side effects and/or benefits of any medication or treatment that is recommended. You also have the right to be informed of alternative treatment procedures that are available.
9. You have the right to receive a copy of the Patient Handbook which includes any rules or regulations of Laureate, which apply to your conduct as a patient.
10. You have the right to know the name, specialty, and other information about the person responsible for your care or the coordination of your care at Laureate. This includes your right to know of the existence of any professional relationship among individuals who are treating you, as well as their relationship to any other health care or educational institution involved in your care.
11. You have the right to be informed of any proposed changes in staff responsible for your care or for any transfer of your care either inside or outside of Laureate.
12. You have the right to reasonable continuity of care including source, information and instructions upon discharge from the facility.
13. You have the right to an appropriate assessment and management of pain.
14. You have the right to freedom from restraint or seclusion that is not medically necessary and punitively administered.
15. You have the right to be treated in the least restrictive environment consistent with your safety.
16. You have the right to refuse treatment except in an emergency situation. If you do refuse treatment you have the right to be informed about the responsibility of Laureate to seek appropriate legal alternatives, or, in accordance with professional standards, to terminate the relationship with you upon reasonable notice.
17. You have the right to be involved in resolving dilemmas about care, treatment, and services.
18. You have the right to, at your own expense, request the opinion of a consultant.
19. You have the right to request an in-house review of your care, treatment, and treatment plan.
20. You have the right to receive an explanation of the charges and services on billing documents.

PATIENT RIGHTS - *continued from front side*

21. You have the right to contact a relative, friend, personal physician or an attorney under reasonable conditions. You may also contact a patient representative selected for decision-making as needed.
22. You have the right to voice complaints or grievances and to appeal any decisions made. You have the right to request information about Laureate's mechanism for the initiation, review and resolution of patient complaints. If you wish to communicate a concern or grievance, please contact any staff person who would be happy to assist you. If your concerns or questions are not addressed to your satisfaction, you may call the Grievance Coordinator at (918) 491-5788. If you prefer not to call the Grievance Coordinator or are unhappy with the response, you may call the Oklahoma State Department of Health at (405) 271-6576 or write them at Oklahoma State Department of Health, Medical Facilities Division, 1000 N.E. 10th, Oklahoma City, OK 73117-1299.
23. Laureate is a facility that does conduct research into how to make treatment better. However, consistent with State and Federal guidelines, information obtained as a result of research activities will be compiled in such a way as to assure that the patient cannot be identified. You have the right to complete information regarding any research project being offered prior to giving consent and prior to initiation of any research related interventions. You have the right to refuse to participate as a research subject and to refuse any care or examination when the primary purpose is educational rather than therapeutic. This refusal will not compromise your access to services at Laureate.
24. You have the right to additional information about and/or implementation of advance directives for healthcare as described in LPCH policy and procedure.

PATIENT RESPONSIBILITIES

1. You have the responsibility to provide accurate and complete information concerning your present complaints, past illnesses, hospitalizations, medication and other matters relating to your health, to the best of your knowledge.
2. Physical or verbal abuse toward hospital staff will not be tolerated.
3. You have the responsibility to report perceived risks in care and changes in your condition or symptoms.
4. You have the responsibility to ask questions when you do not understand about recommended care or treatment and what you are expected to do.
5. You have the responsibility to identify and communicate problems.
6. You have the responsibility to follow instructions of nurses and other professionals who are carrying out physician orders. Express any concerns about your ability to follow care, treatment, services.
7. You have the responsibility to be in control of your behavior.
8. You have the responsibility to give and receive feedback in a courteous and respectful manner.
9. You have the responsibility to keep all matters discussed in the program confidential.
10. You have the responsibility to attend program activities, to follow the treatment plan and aftercare plan, and for your own actions when treatment is refused.
11. You have the responsibility to keep appointments.
12. You have the responsibility to follow facility rules and regulations affecting patient care and conduct.
13. You have the responsibility to be respectful of other patients and staff; and careful regarding your personal property, facility property and property of other persons in the facility.
14. You have the responsibility to meet the financial obligations for your care and treatment as promptly as possible.

At Saint Francis Health System, we believe that being an active member of the health care team and knowing about your health will help you live a happier, healthier life. Talk with your family and your health care team about your care. Together, everyone can benefit.