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	Document Title:	STATEMENT OF PATIENT'S RIGHTS AND RESPONSIBILITIES

PURPOSE:

1. To maintain Metro RMC Cancer Center's (MRCCC) mission, vision, core values, and commitment to providing high-quality care in order to achieve the best possible outcome for patients.
2. To make MRCCC patients and families aware of their rights and responsibilities while in our care in order to protect their well-being.
3. To make patients and their families' stay at or visit to MRCCC a pleasant and comfortable experience.

LEVEL:

All Employees of Metro RMC Cancer Center (MRCCC)


POLICY:

1. Statement of Patient Rights and Responsibilities shall be made known to all patients and patient's family knowledge upon admission.
2. To maintain the mission, vision, core values, and commitment to providing quality health care services, every employee mentioned in this policy shall be aware of patient rights and responsibilities.

PATIENT'S RIGHTS:

1 Patient has the right to have the Highest Quality Medical Care

- 1.1 MRCCC endeavor to provide quality medical care through dedicated medical personnel whose primary objective is to safeguard patient well-being, and treat patient medical condition.

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- 1.2 All medical decisions and recommendations on patient treatment are made after careful deliberation and taking into account all available information and facts concerning patient's condition.

2 Patient has the right to have A Dignified and Respectful Care

- 2.1 Patient shall receive considerate, respectful, appropriate and cost-effective medical care, regardless of age, gender, race, nationality, social status, physical or mental illness.
- 2.2 The hospital endeavors to respect patient's emotional, social, spiritual and cultural needs. Patient may express spiritual beliefs and cultural practices. This freedom of expression is permissible so long as the act does not cause disturbance or harm to self and others.
- 2.3 Patient and or Patient's family will be informed of the medical treatment which the patient will receive and patient and or patient's family can accept or refuse medical care or recommend treatment. In doing so patient and or patient's family have to accept the responsibility for any medical consequences resulting from their decision.

*This includes the right to formulate an **Advance Medical Directive** or to appoint a surrogate to make patient healthcare decisions. If the patient provides the hospital with a copy of your **Advance Medical Directive**, the hospital will respect the patient's wishes, to the extent permitted by law and the hospital's policy.

- 2.4 If the patient has been found by the physician to be:
- 2.4.1 Incompetent (unable to understand the proposed treatment for whatever reason);
- 2.4.2 Medically incapable of understanding the proposed treatment and/or;

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2.4.3 Unable to communicate his/her wishes regarding treatment, *then, legal guardians or legally authorized person may exercise (to the extent permitted by law) the rights delineated on behalf of the patient.

2.5 Patient can decline to participate in or withdraw from research studies that are related to illness at any time. Patient's refusal to participate will not affect with the level of care being receive.

2.6 Patient is entitled to be treated with dignity in humane environment that affords reasonable protection from harm. Patient's safety includes:

2.6.1 Receiving care in a safe setting.

2.6.2 Receiving information about pain and pain management.

2.6.3 Being free from physical restraints or seclusion; unless medically required in situations where there is a substantial risk of imminent harm to yourself or others.


2.6.4 Being provided with appropriate protection, especially for the disabled, the elderly or vulnerable children.

2.7 Patient has the right to be informed of the following information regarding patient's care in a teaching hospital:

2.7.1 MRCCC is a teaching and training center involved in training various types of healthcare providers including doctors, nurses, and other medical professionals.

2.7.2 Resident physicians, medical students, student nurses and other supervised health care providers in training may become involved in patient care and treatment.

2.7.3 Patient has the right to refuse to be cared for by health care providers in training, provided patient notify the attending physician and the attending nurse of such decision.

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3 Patient has the right to be made known of the Identities and Roles of each Patient's Health care Team


- 3.1 Patient is entitled to know the identity of the doctor/s that is in charge of the care and treatment.
- 3.2 Patient is entitled to know the identities and roles of other healthcare team members involved in care and treatment.

4 Patient has the right for Privacy and Confidentiality

- 4.1 Patient will be interviewed, examined and treated in surroundings designed to give reasonable privacy.
- 4.2 Patient is entitled to have medical records read only by individuals involved in patient care or by individuals who are monitoring the quality of care or involved in medical research and education as authorized by law or the hospital. All information and records regarding patient care will be kept confidential.
- 4.3 Patient can obtain a copy of the medical report in accordance to the hospital's policy.

5 Patient has the right to be provided with Explanation, Education and Counseling

- 5.1 Patient will be told about the medical condition, diagnosis, prognosis, planned treatment and expected outcomes in a language that the patient can understand.
- 5.2 Patient will be informed of the care needed after discharge.

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6 Patient has the right for Information/Queries

- 6.1 When patient would like to obtain information necessary to enable to make decisions, any questions and the hospital will endeavor to answer all patients' queries.
- 6.2 When patient have queries on the accuracy of bills and hospital charges, patient can request for a summarized list of charges and obtain information about these charges.
- 6.3 The patient has the right to effective communication and to participate in the development and implementation of once plan of care.

PATIENT'S AND FAMILY RESPONSIBILITIES:

1 Patient and Family are responsible for providing accurate and up to date information

- 1.1 Provide complete and accurate information about patient's health, including present condition, past illnesses, hospitalization medication and any other matters pertaining to patient's health that the hospital should be aware of.
- 1.2 Provide complete and accurate personal information including full name, address, contact numbers and date of birth where necessary.
- 1.3 Provide the center with a copy of patient Advance Medical Directive if patient has one, and wants it to be exercised during the treatment.
- 1.4 To ask questions if patient do not understand the diagnosis or once treatment plan. The patient and patient's family members are responsible for indicating to the staff whether patient clearly understand what is expected.
- 1.5 Communicate changes in patient's health and/or condition especially unexpected changes in the medical condition.

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- 1.6 Provide the center with Insurance Information and to fulfill financial obligations to the center.

2 Patient and Family are responsible in following the Doctor's Recommend Treatment Plan. Patient and family are required to:

- 2.1 Participate actively in the treatment including decision-making regarding the patient treatment plans.
- 2.2 Inform the center of any obstacles which the patient and family may face in complying with the prescribed treatment plan.
- 2.3 Take responsibility for any consequences if there is a refusal of any medical treatment or leaving the center against medical advice.
- 2.4 Discuss with your caregiver what to expect regarding pain and pain management, and discuss any worries regarding taking pain medications.

3 Patient and Family are expected to be responsible and considerate for others. Patient and family are required to:

- 3.1 Abide by all center rules and regulations pertaining to patients and visitors.
- 3.2 Treat all staff, other patients and visitors with courtesy and respect.
- 3.3 Respect the privacy of other patients.
- 3.4 Be responsible for the safekeeping of valuables and personal possessions while in the center.
- 3.5 Treat the center's properties and facilities with due care and responsibility.
- 3.6 Ensure that visitors are considerate of others, and that unnecessary noise from their visitor or the television noise does not disturb nearby patients.

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4 Patient and Family responsibility during Religious counseling:

- 4.1 Patient and Family are welcome to arrange for a religious counselor to visit and/or pray while in the center.
- 4.2 Inform the nurse in charge or nurse supervisor if there is an expected religious counselor to visit.
- 4.3 Out of respect for other patients, conduct religious prayers quietly by the bedside or room, so that others will not be disturbed.

DOCUMENTATION:

New Policy

DISSEMINATION:

- 1 Admission Patient's Guide leaflet
- 2 Patient Right and Responsibilities pamphlet
- 3 Patient Rights and Responsibilities posters


REFERENCE:

As based on the World Medical Association Declaration on the Rights of the Patient.
<http://www.wma.net/en/30publications/10policies/14/index.html>

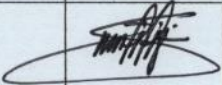
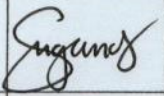


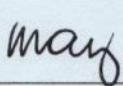
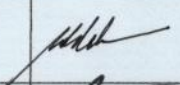

⁴Coping with Stress. July 1, 2020. National Center for Immunization and Respiratory Diseases (NCIRD), Division of Viral Diseases. <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>. Retrieved: July 28, 2020

⁵American Psychological Association. (2020, May 11). Faith in a time of crisis. <http://www.apa.org/topics/covid-19/faith-crisis>

⁶https://www.workplacestrategiesformentalhealth.com/content/images/agenda/pdf/1_Psychological_Support_EN.pdf. Retrieved: July 29, 2020

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