

Nebraska Orthopaedic Hospital recognizes the patient's rights inherent to the dignity of human life. Patients and their families also have responsibilities while under the care of Nebraska Orthopaedic Hospital in order to facilitate the provision of safe, quality health care. Patients who feel their rights have not been respected, or who have questions or concerns, should talk to their nurse, or physician.

## Patient's Rights

1. Respect and Dignity – Patients have the right to appropriate medical care and services that respect their personal values and beliefs, and to be treated with dignity at all times. Respect for dignity includes the patients' right to be free from all forms of abuse or harassment.
2. Privacy – Patient privacy is a consideration in facility design, in all communication with or about patients, and in information system implementation.
3. Confidentiality – Patient records, care discussion, consultation, examination and treatment are confidential and conducted with discretion. Patient participation in training or research is voluntary and is treated with the same confidentiality as patient care.
4. Patient Communication – Patients have the right to have their own physician, family member or other representative of their choice be notified promptly of their admission to the hospital. Each patient and family has the right to receive complete explanations regarding procedures and treatment in a language or manner that they can understand. Patients and families also have the right to know the name and professional status of the people involved in their care and which physician has primary responsibility for their care. Patients have the right to receive or refuse visitors, mail and telephone calls during their stay at Nebraska Orthopaedic Hospital as allowed by their medical condition and treatment. Nebraska Orthopaedic Hospital will support restriction of a patient's access to phone calls, mail, visitors and other forms of communication ONLY when deemed necessary by the physician, patient or family as a component of the patient's care.
5. Patient Education – Patients and their families are provided with appropriate education and training to enhance knowledge of the patient's illness and treatment needs, and to learn and demonstrate skills and behaviors that promote wellness or improve function.
6. Equal Consideration – Available and medically appropriate patient care and treatment services are offered to patients solely on the basis of medical condition, without differentiation or consideration of race, age, gender, disability, national origin, religion, sexual orientation or ability to pay (see Policy RI-06.2).
7. Safety – Patients have the right to expect reasonable safety and accessibility in the physical environment of the hospital. Compliance with applicable laws and

regulations help assure a safe and accessible environment. Patients have the right to be free from restraints of any form that are not medically necessary.

8. Participation – Patients have the right to ask questions and be involved in decisions about their medical condition and treatment. Patients and, when appropriate, their families have the right to be informed about the outcomes of care, including unanticipated outcomes. Patients have the right to access information contained in their clinical records within a reasonable time frame. Patients have the right to participate in the consideration of ethical issues arising in the provision of their care, including resolution of conflict, withholding resuscitative measures, foregoing or withdrawing life-sustaining treatment, maintaining comfort and pain relief, and participation in investigative studies and/or clinical trials. Patients have the right to designate a representative decision-maker (Advance Directive/Durable Power of Attorney) in the event that they become incapable of understanding a proposed treatment or procedure or are unable to communicate their wishes regarding care.
9. Pain Management – Patients have a right to pain assessment and management. Nebraska Orthopaedic Hospital health care providers will ensure this right by discussing pain assessment and management with all patients and/or surrogate decision makers upon admission, and throughout the hospital stay. Health care providers will work with the patient, and with each other, to establish patient-centered goals for pain relief, including the development, implementation, evaluation and modification of a pain management plan.
10. Consent – Patients shall be reasonably informed by their physician so that they can participate in decisions involving their health care. To the degree possible, the following will be provided: clear, concise explanations of the patient's condition; procedure or treatment recommended; the anticipated benefits, the inherent risks and discomforts; reasonable alternatives; and who will treat them or perform the procedure. Patients shall not be subject to any procedure without voluntary, competent consent or the consent of their legally authorized representative. Patients shall be informed of and consent to all human experimentation or other research/educational projects affecting their care or treatment. Patients shall have the right to refuse any treatment. Patients shall have the right to see a different physician or specialist for consultation. Many children, particularly mature minors (age 14+), have the cognitive ability to participate in healthcare decisions and provide informed consent. Children with decision-making capacity, regardless of age, should be involved in their healthcare decisions. Their verbal, and in some cases written assent for procedures and treatments should be sought.
11. Refusal of Treatment – Patients may refuse recommended procedures or treatment to the extent permitted by law. Patients also have the right to know how this refusal may affect their medical condition. Treatment refusal may constitute termination of the patient/provider relationship upon reasonable notice.
12. Pastoral Care – Pastoral care services will be provided to any patient requesting those services in cases where a personal minister, rabbi, priest or other religious leader may not be available.

13. Protective Services – Patients have the right to contact Protective Services. The hospital will assist in determining the patient's need for special services through The Nebraska Medical Center Social Work Department.
14. Transfer and Continuum of Care – To ensure the continuity of care, appropriate patient information is communicated to any health care organization or provider to/from which patients are admitted, referred, transferred or discharged. Relevant patient information includes, but is not limited to: the reason for transfer or discharge, the patient's physical and psychosocial status at time of transfer, a summary of care and/or service provided, progress toward achieving goals, and instruction or referrals provided to the patient. Patients may not be transferred to another facility or organization unless they have been given an explanation of the need for the transfer and available alternatives.
15. Hospital Rules and Regulations – Patients shall have the right to be informed of hospital rules and regulations as they apply to them. Patient handouts will be provided to each patient upon admission, or upon request.
16. Parent/Guardian Rights – Parents or guardians of hospitalized minors at Nebraska Orthopaedic Hospital have the right to visit the minor patient or call the patient care unit at any time. They have the right to receive information needed to give informed consent for the minor patient's medical treatment. Additionally, they have the right to refuse treatment for the minor patient to the extent permitted by law, and the right to know how this refusal may affect the minor patient's medical condition.
17. Grievance Process – Patients and their representatives have the right to share concerns or complaints regarding their care, facilities and/or personal interactions with the staff. When a concern or complaint is received relating to the patient rights outlined in this document, the grievance will be responded to verbally within five days, and in writing within thirty days, by the most appropriate individual. Should you or your family members experience concerns about the care you are receiving, you may contact the Performance Improvement Department and discuss issues that did not meet your expectations. You may call the Performance Improvement Department during your hospitalization by dialing extension 603 or by dialing (402) 637-0603 after you are discharged. We encourage you to voice your opinion regarding the care you have received and we welcome your comments. If the staff of the Performance Improvement Department does not resolve your concerns regarding patient care and safety, you may contact a member of the hospital management by dialing extension 723, by dialing (402) 637-0723, or by e-mail at [safety@neorthohospital.com](mailto:safety@neorthohospital.com). If your concerns are still not addressed, you are encouraged to contact the Joint Commission to report your concern regarding care and safety. You may contact the Joint Commission's Office of Quality Monitoring at (800) 994-6610 or e-mail to the Joint Commission at [complaint@jcaho.org](mailto:complaint@jcaho.org).

## B. Patient Responsibilities

1. Provision of Information – Patients/parents/guardians have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters

relating to the patient's health. The patients/parents/guardians are responsible for indicating that they clearly understand the course of action considered and what is expected of them.

2. Compliance With Instructions – Patients/parents/guardians are responsible for following the treatment plan recommended by the attending physician. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care, implement the attending physician's orders and enforce the applicable hospital rules and regulations. Patients/parents/guardians are responsible for keeping appointments and, when unable to do so for any reason, for notifying the practitioner or the hospital. Patients/parents/guardians also have the responsibility to ask questions if they do not understand the diagnosis, medical treatment, and instructions for follow-up care, as well as to communicate any limits of their abilities and circumstances to adhere to the agreed upon plan of care. They also have the responsibility to inform the people involved in their care if they are not satisfied at any time during their stay or appointment.
3. Refusal of Treatment – Patients/parents/guardians are responsible for their actions and consequences if they refuse treatment or do not follow the practitioner's instructions.
4. Financial Obligation – Patients/parents/guardians are responsible for assuring that the financial obligations of their health care are fulfilled as promptly as possible. Insurance assignment does not relieve the patient/parent/guardian from fulfillment of financial obligations.
5. Hospital Rules and Regulations – Patients/parents/guardians are responsible for following hospital rules and regulations affecting patient care and conduct.
6. Respect and Consideration – Patients, their families and their visitors are responsible for being considerate of the rights, privacy and confidentiality of other patients and hospital personnel, and for assisting in the control of noise, smoking and the number of visitors. Patients, their families and their visitors are responsible for being respectful of the property of other persons and of the hospital.