

References: State of New Hampshire RSA 151.21  
Distribution: Clinical Services Policy and Procedure Manual  
Attachments: Patient Rights and Responsibilities Brochure

Effective: 01/2011  
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## PATIENT RIGHTS AND RESPONSIBILITIES

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### **POLICY**

At Monadnock Community Hospital patients can expect that they will be treated with consideration, respect, dignity, and that their privacy will be maintained. Care is not denied based on race, religion, color, national origin, sex, age, disability, marital status, sexual preference, or payment source.

### **PURPOSE**

To ensure that the rights and dignity of each person receiving our services are respected.

### **PROCEDURE:**

1. Patients will be provided a copy of the Patient Bill of Rights pamphlet in their admission packets.
2. The patient Bill of Rights will be posted in waiting areas.
3. Copies of the Patient Bill of Rights are located in waiting areas as well.
4. If the patient's primary language is not English, the Language Line can be used to translate the document.
5. For visually impaired patients staff will provide large print copies of the document, which are located on the units.
6. Anyone who feels his/her rights have been violated should notify Social Services (ext. 1147) for a review.

### **Patient Bill of Rights**

1. The patient shall be treated with consideration, respect, and full recognition of the patient's personal dignity and individuality, including privacy in treatment and personal care, and including being informed of the name, licensure status, and staff position of all those with whom the patient has contact, pursuant RSA 151:3-b.
2. The patient shall be fully informed of a patient's rights and responsibilities orally and in writing before or at admission, except for emergency admission. Receipt of the information must be acknowledged by the patient in writing. When a patient lacks the capacity to make informed judgments, the signing must be by the person legally responsible for the patient.
3. The patient shall be fully informed in writing, in language that the patient can understand, before or at the time of admission and as necessary during the patient's stay, of the facility's basic per diem rate and those services included and not included in the basic per diem rate. A statement of services that are normally covered by Medicare or Medicaid shall also be included in this disclosure.
4. The patient shall be fully informed by a healthcare provider of his or her medical condition, healthcare needs, and diagnostic test results, including the manner by which such results will be provided and the expected time interval between testing and receiving results, unless medically inadvisable and so documented in the medical record, and shall be given the opportunity to participate in the planning of his or her total care and medical treatment; to refuse treatment, and to be involved in experimental research upon the patient's written consent only. For the purpose of this paragraph, "healthcare provider" means any person, corporation, facility, or institution either licensed by this state or otherwise lawfully providing healthcare services including, but not limited to, a physician, hospital or other healthcare facility, dentist, nurse, optometrist, podiatrist, physical therapist, or psychologist, and any other officer, employee, or agent of such provider acting in the course and scope of employment or agency related to or supportive of healthcare services.
5. The patient shall be transferred or discharged after appropriate discharge planning only for medical reasons, for the patients welfare or that of other patients, if the facility ceases to operate, or for nonpayment for the patient's stay, except as prohibited by title XVIII or XIX of the Social Security Act. No patient shall be involuntarily discharged from a facility because the patient becomes eligible for Medicaid as a source of payment.
6. The patient shall be encouraged and assisted throughout the patient's stay to exercise the patient's rights as a patient and citizen. The patient may voice concerns and recommend changes in policies and services to facility staff or outside representatives free from restraint, interference, coercion, discrimination or reprisal. The patient may file a grievance if s/he feels that the resolution of any concern or complaint is unsatisfactory.
7. The patient shall be permitted to manage the patient's personal financial affairs. If the patient authorizes the facility in writing to assist in the management and the facility consents, the assistance shall be carried out in accordance with the patient's rights under this subdivision and in conformance with state law and rules.

8. The patient shall be free from emotional, psychological, sexual and physical abuse and from exploitation, neglect, corporal punishment and involuntary seclusion.
9. The patient shall be free from chemical and physical restraints except when they are authorized in writing by a physician for a specific and limited time necessary to protect the patient or others from injury. In an emergency, restraints may be authorized by the designated professional staff member in order to protect the patient or others from injury. The staff member must promptly report such action to the physician and document same in the medical records.
10. The patient shall be ensured confidential treatment of all information contained in the patient's personal and clinical record, including that stored in an automated data bank, and the patient's written consent shall be required for the release of information to anyone not otherwise authorized by law to receive it. Medical information contained in the medical records at any facility licensed under this chapter shall be deemed to be the property of the patient. The patient shall be entitled to a copy of such records, for a reasonable cost, upon request.
11. The patient shall not be required to perform services for the facility. Where appropriate for therapeutic or diversional purposes and agreed to by the patient, such services may be included in a plan of care and treatment.
12. The patient shall be free to communicate with, associate with and meet privately with anyone, including family and residential groups, unless to do so would infringe upon the rights of other patients. The patient may send and receive unopened personal mail. The patient has the right to have regular access to the unmonitored use of a telephone.
13. The patient shall be free to participate in activities of any social, religious and community groups, unless to do so would infringe upon the rights of other patients.
14. The patient shall be free to retain and use personal clothing and possessions as space permits, provided it does not infringe on the rights of other patients.
15. The patient shall be entitled to privacy for visits and, if married, to share a room with his or her spouse if both are patients in the same facility where there is available space, and where both patients consent, unless it is medically contraindicated and so documented by a physician. The patient has the right to reside and receive services in the facility with reasonable accommodation of individual needs and preferences, including choice of room and roommate, except when the health and safety of the individual or other patients would be endangered. The patient has the right to receive the visitors whom he or she designates subject only to restrictions required by clinical necessity, public safety, or unique circumstances reasonably necessitating a restriction on visitation. The patient will be informed of the reason for any restrictions in visitation rights.
16. The patient shall not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of the patient's sexual orientation.
17. The patient shall be entitled to be treated by the patient's physician of choice, subject to reasonable rules and regulations of the facility regarding the facility's credentialing process.
18. The patient shall be entitled to have the patient's parents, if a minor, or spouse, domestic partner (including a same sex domestic partner), another family member or next of kin or personal representative, if an adult, visit the facility, without restriction, if the patient is considered terminally ill by the physician responsible for the patient's care.
19. The patient shall be entitled to receive representatives of approved organizations as provided in RSA 151:28.
20. The patient shall not be denied admission to the facility based on Medicaid as a source of payment when there is an available space in the facility.
21. Subject to terms and conditions of the patient's insurance plan, the patient shall have access to any provider in his or her insurance plan network and referral to a provider or facility within such network shall not be unreasonable withheld pursuant to RSA 420-J:8, XIV.

## **PATIENT RESPONSIBILITIES**

*Patients are responsible for:*

1. respecting other patient's' privacy.
2. being considerate of other patients and facility personnel.
3. supplying accurate and complete information about past illnesses, hospitalizations, medications, allergies, and other health-related matters.
4. notifying your physician or nurse about any unexpected changes in your condition.

5. following instructions of your physician and other health care personnel and letting them know immediately if you don't understand something.
  6. your actions if you refuse treatment and don't follow the instructions of the physician or other health care personnel.
  7. providing advance directives, living wills or durable power of attorney for health care.
  8. using your cell phone according to the policy of Monadnock Hospital.
  9. fulfilling the financial obligations of your care as soon as possible, ensuring that the admitting office has your current insurance or billing information, and that your insurance company is notified prior to your admission (although your care at MCH is not based on your ability to pay).
  10. not smoking according to the policy of Monadnock Community Hospital
  11. not bringing guns, knives, or other weapons on campus
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