

BSHSI Patient Rights

Throughout the Bon Secours Health System, it is our policy to care for patients regardless of race, religion, color, gender, age, marital status, national origin, sexual orientation, gender identity, veteran status, disability or any other characteristic protected by law. We believe in acknowledging each patient's rights, clarifying patient responsibilities and creating a community of care among our professional health care staff. We consider our patients to be partners in their health care.



BONSECOURS VIRGINIA HEALTH SYSTEM
DEPAUL MEDICAL CENTER

Patient Rights

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Patients at a Bon Secours facility have the right to:

- receive care in a safe setting that is appropriate to their needs.
- receive care that is respectful of their personal beliefs and consistent with the mission and values of the Bon Secours Health System.
- have their pain assessed and treated in a manner respectful of their individual needs and wishes.
- know the identity and professional status of the individual directly responsible for their care.
- receive clear and easy-to-understand information about diagnosis, treatment plans, prognosis and appropriate or investigational studies/clinical trials prior to any procedure or treatment.
- participate in decisions regarding their care, including the right to accept or refuse treatment to the extent permitted by the law and the moral tradition of the Catholic Church.
- be informed (or support person informed) of his or her visitation rights including any clinical restrictions or limitations of such rights.
- have the ability to attend to personal and legal matters consistent with your wishes.
- be informed of the medical consequences related to their decisions; this includes the right to refuse or withdraw from life-sustaining treatments.
- participate in the resolution of ethical questions that may arise during the course of their care.
- have an advance directive or living will, designate someone to make choices about their medical care for them, or include surrogate family members who would be able to make medical decisions.
- know their medical records with their physician and have the information explained.
- request a second opinion about their diagnosis or treatment plan.
- change physicians during the course of their illness.
- keep their communications and records concerning their care will be treated in a confidential manner.
- know the hospital rules and regulations that affect their behavior and the behavior of their family and visitors.
- know what resources exist if they have questions or concerns about their care or need prompt resolution of a problem. They may contact Patient Advocacy for this information, or they may call the Department for Quality Healthcare Services and Consumer Protection.
- receive preventive services as provided by law.
- participate in their advance planning.
- have their bill explained to them regardless of the source of payment.

Patients at a Bon Secours facility have the responsibility to:

- provide their consent with complete and accurate information about their illness, including information about their illness, hospitalizations and medications.
- make known whether or not they understand the proposed procedure or treatment plans.
- follow the agreed-upon treatment plan.
- be cooperative of other patients, the staff, hospital regulations and hospital property.

BON SECOURS HEALTH SYSTEM



Los Derechos del Paciente

A través de todo el Sistema de Salud Bon Secours, es nuestra política cuidar de los pacientes sin importar la raza, religión, color, género, edad, estado civil, nacionalidad, orientación sexual, identidad de género, condición veterana, discapacidad o cualquier otra característica protegida por la ley. Creemos en reconocer los derechos de cada paciente, en aclarar las responsabilidades del mismo y en crear una comunidad de cuidado entre nuestro personal al cuidado de la salud. Consideramos que nuestros pacientes son nuestros socios en el cuidado de su salud.

Los pacientes en Bon Secours tienen derecho a:

- recibir atención dentro de un entorno seguro y apropiado para sus necesidades.
- ser atendido con respeto hacia sus creencias personales y de acuerdo con la misión y los valores del Sistema de Salud de Bon Secours.
- que se les evalúe y trate el dolor respetando sus necesidades y creencias personales.
- conocer la identidad y capacidad profesional de las personas directamente responsables de su cuidado.
- recibir información clara y fácil de entender, sobre sus diagnósticos, planes de tratamiento, pronóstico y apropiados en estudios de investigación y/o pruebas clínicas, antes de cualquier procedimiento o tratamiento.
- participar en las decisiones referentes a su cuidado, incluyendo el derecho de aceptar o rechazar tratamiento, tal como sea permitido por la ley y por la moral tradicional de la Iglesia Católica.
- ser informado (el paciente o su persona de apoyo), de sus derechos a recibir atención, incluyendo cualquier restricción clínica o limitaciones de tales derechos.
- ejercer de la habilidad de extender a otra persona privilegios equivalentes a recibir visitas, de acuerdo con sus deseos.
- ser informado de las consecuencias médicas relacionadas con sus decisiones, incluyendo el derecho de rechazar o suspender tratamientos de sustento vital.
- participar en la resolución de asuntos éticos que puedan surgir durante el curso de su atención.
- redactar una directiva anticipada (testamento vital), designar a alguien para que tome decisiones en su nombre sobre su cuidado médico, o incluir a alguien más de la familia que puedan tomar decisiones sobre asuntos médicos.
- conocer sus historiales médicos con su doctor y que la información sólo se comparta con la persona que sea elegida.
- pedir una segunda opinión respecto a sus diagnósticos o planes de tratamiento.
- cambiar médicos durante el curso de una enfermedad.
- esperar que comunicaciones e información concernientes a su salud sean tratadas de manera confidencial.
- saber las reglas y regulaciones del hospital referentes hacia con su conducta, y con la de sus familiares y visitantes.
- saber qué recursos existen en el caso de tener preguntas o inquietudes respecto a su atención, o la necesidad de una pronta resolución de una queja. Ellos pueden contactar con el departamento de Atención al Paciente para tal información, o pueden llamar al Departamento para Calidad de Servicios de Asistencia Médica y Protección al Consumidor.
- recibir acceso a servicios de protección tal como lo permite la ley.
- participar en la planificación de su vida.
- que se les expliquen sus cuentas sin importar la fuente de pago.

Los pacientes en Bon Secours tienen la responsabilidad de:

- proporcionar a quienes cuiden de ellos, información completa y correcta sobre sus enfermedades, incluyendo información sobre enfermedades pasadas, hospitalizaciones y medicamentos.
- dejar saber si entienden o no los planes para los procedimientos o tratamientos propuestos.
- seguir el plan de tratamiento convenido.
- tener cooperación hacia con otros pacientes, el personal, las regulaciones del hospital y la propiedad del mismo.

BON SECOURS HEALTH SYSTEM



BHSI Patient Rights

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Patients at a Bon Secours facility have the right to:

- ...receive care in a safe setting that is appropriate to their needs.
- ...receive care that is both respectful of their personal beliefs and consistent with the mission and values of the Bon Secours Health System.
- ...have their pain assessed and treated in a manner respectful of their individual needs and wishes.
- ...know the identity and professional status of the individuals directly responsible for their care.
- ...receive clear and easy-to-understand information about diagnoses, treatment plans, prognosis and participation in investigational studies/clinical trials prior to any procedure or treatment.
- ...participate in decisions regarding their care, including the right to accept or refuse treatment to the extent permitted by the law and the moral tradition of the Catholic Church.
- ...be informed (or support person informed) of his or her visitation rights including any clinical restrictions or limitations of such rights.
- ...enjoy the ability to extend to anyone full and equal visitation privileges consistent with your wishes.
- ...be informed of the medical consequences related to their decisions; this includes the right to refuse or withdraw from life-sustaining treatments.
- ...participate in the resolution of ethical questions that may arise during the course of their care.
- ...make an advance directive (a living will), designate someone to make choices about their medical care for them, or include/exclude family members who would be able to make medical decisions.
- ...review their medical records with their physician and have the information explained.
- ...request a second opinion about their diagnosis or treatment plan.
- ...change physicians during the course of their illness.
- ...expect that communications and records concerning their care will be treated in a confidential manner.
- ...know the hospital rules and regulations that affect their behavior and the behavior of their family and visitors.
- ...know what resources exist if they have questions or concerns about their care or need prompt resolution of a grievance. They may contact Patient Advocacy for this information, or they may call the Department for Quality Healthcare Services and Consumer Protection.
- ...access protective services as provided by law.
- ...participate in their discharge planning.
- ...have their bill explained to them regardless of the source of payment.

Patients at a Bon Secours facility have the responsibility to:

- ...provide their caretakers with complete and accurate information about their illness, including information about past illnesses, hospitalizations and medications.
- ...make known whether or not they understand the proposed procedures or treatment plans.
- ...follow the agreed-upon treatment plan.
- ...be considerate of other patients, the staff, hospital regulations and hospital property.

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BON SECOURS HEALTH SYSTEM

