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

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 or any other characteristic protected by law. We believe in maintaining a community of care among our professional health care staff. We consider our patients to be partners in their health care.

Patients at a Bon Secours facility have the right to:

- Receive care in a safe, quiet, and comfortable environment.
- Receive care in a non-discriminatory manner.
- Be treated with respect and dignity.
- Access information about their care.
- Participate in decisions about their care.
- Be free from abuse, neglect, and exploitation.
- Have their medical records protected by confidentiality.
- Ask questions about their care.
- Have access to religious and spiritual care.
- Request the presence of a parish priest or faith counselor.
- Have private visits with family and friends.
- Have access to visitors.
- Access information about their medical condition.
- Access a copy of their medical records.
- Access information about the health care facility.
- Access information about the health care providers.
- Access information about the facility's policies and procedures.
- Access information about the facility's end-of-life care policies.
- Access information about the facility's pain management policies.
- Access information about the facility's patient confidentiality policies.
- Access information about the facility's patient rights.
- Access information about the facility's patient complaints and grievances.
- Access information about the facility's patient billing policies.
- Access information about the facility's patient discharge planning policies.
- Access information about the facility's patient education policies.
- Access information about the facility's patient safety policies.
- Access information about the facility's patient support services.
- Access information about the facility's patient care services.
- Access information about the facility's patient outcomes.
- Access information about the facility's patient care improvement policies.
- Access information about the facility's patient care quality improvement policies.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
- Access information about the facility's patient care improvement goals.
- Access information about the facility's patient care improvement metrics.
- Access information about the facility's patient care improvement plans.
- Access information about the facility's patient care improvement initiatives.
- Access information about the facility's patient care improvement programs.
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.

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 easily understood information about diagnoses, treatment plans, prognoses 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 them 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.