

Patient Bill of Rights

The Howard University Hospital Staff is committed to providing you with the best possible health care.

Our responsibilities to you are:

- a. To provide patients or patients' representatives (as allowed under State law), information about their rights, prior to beginning or discontinuing patient care whenever possible.
- b. To provide patients with information about their responsibilities initially and as needed thereafter while they receive care, treatment, and services.
- c. To provide patients with the name of the physician or other practitioner primarily responsible for their care, treatment, and services, and the name of the physician or other practitioner who will provide their care, treatment, and services.
- d. To promptly contact family members/representatives of the patients' choice and their personal physicians to notify them when they are admitted to the hospital.
- e. To permit patients or patients' representatives (as allowed under State law) to make informed decisions regarding their care, treatment and services, and to obtain their informed consent or respect their right to refuse care, treatment and services in accordance with law and regulation.
- f. To ensure that the treatment or services we provide are deemed medically necessary and appropriate.
- g. To inform patients and, when appropriate, their family, about the outcomes of care, treatment, and services that have been provided, including unanticipated outcomes.
- h. To assess patients' pain and provide them with appropriate pain management.
- i. To ensure that patients are free from all forms of abuse, harassment or discrimination with regard to race, color, religion, national origin, age, sex, disability, sexual orientation, gender identity or expression.
- j. To provide patients with care in a safe setting and an environment that preserves their dignity and contributes to a positive self-image.
- k. To ensure that restraint or seclusion, of any form, is imposed safely by trained staff only to ensure the immediate physical safety of patients, our staff, or others, and to discontinue the restraint or seclusion at the earliest possible time.
- l. To address patients wishes relating to end-of-life decisions to include their right to prepare advance directives and to have hospital staff and practitioners comply with these directives.
- m. To respect patients' right to and need for effective communication both within the hospital and externally.
- n. To respect patients' need for confidentiality and privacy.
- o. To ensure the confidentiality of patient's clinical records and provide them with access to information contained in their clinical records within a reasonable time frame.
- p. To protect and respect patients rights during research, investigation, and clinical trials for which they have consented to be a research subject.
- q. To obtain patients' consent for recording or filming made for purposes other than identifying, diagnosing, or treating them.
- r. To promote patients' right to access protective and advocacy services.
- s. To promptly address complaints from patients and their family and provide appropriate information for purposes of filing a grievance or referring a concern regarding quality of care or premature discharge.
- t. To ensure patients have the right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient. Centers for Medicare and Medicaid Services (CMS) participating hospitals may not deny visitation privileges on the basis of race, color, national origin, religion, sex, disability, sexual orientation, gender identity, or expression.

Your responsibilities as a patient are:

- a. To share accurate and complete information about their health to help us better serve them.
- b. To inform their physicians of all medications they are taking including herbal and non-prescription medications.
- c. To follow the care, treatment and service plan recommended by their treatment team, including not taking drugs or medications unless prescribed by their physicians and provided by hospital staff.
- d. To accept responsibility for refusing treatment or not following instructions from their treatment team.
- e. To ask questions when they or, as appropriate, their family do not understand their care, treatment, services or what they are expected to do.
- f. To report unexpected changes in their condition.
- g. To adhere to the hospital's rules and regulations affecting patient care and conduct, and be considerate of the hospital's staff and property, as well as other patients and their property.
- h. To report safety concerns to their physician, nurse, department/unit manager or the Patient Relations Department.
- i. To adhere to the hospital's No Smoking Policy.
- j. To keep appointments or to notify HUH when they have to cancel.
- k. To pay their bills promptly or request assistance from a financial counselor, regardless of the payment source.

If you or your family would like assistance understanding the patients' rights and responsibilities, ensuring that your rights have been respected, or addressing concerns about your care and/or safety, please immediately notify your physician, nurse, the department/unit manager, or contact the Patient Relations Department at (202) 865-6823 or via e-mail at patientrelations@huhosp.org.

You or your family may contact the DC Department of Health's 24 hour Hot Line (202) 442-5833 or write to:

District of Columbia Department of Health
899 North Capitol Street, NE, Washington, DC 20002

You or your family may also contact the Joint Commission at 1-800-994-6610 or via e-mail at patientsafetyreport@jointcommission.org.

Source Documents:

The Joint Commission 2014 Hospital Accreditation Standards (HAS)

Code of Federal Regulations Title 42, Part 482, Section 13, Dated: December 14, 2005, Approved: November 16, 2006