



Patient Bill of Rights and Responsibilities



Patient Rights

633d Medical Group (MDG) at Joint Base Langley-Eustis is committed to respecting and protecting the rights of its patients and families. We strive to provide care that is sensitive to cultural, racial, religious and other differences. This bill of rights provides information about our commitment to you and your responsibilities as a member of your health care team. As our patient, you have the right to the following:

- 1. Quality Medical and Dental Care.** *You have the right to* quality care and treatment consistent with available resources and generally accepted standards, regardless of race, creed, color, natural origin, religion, sex, age, handicap, diagnosis or source of payment.
- 2. Pain Alleviation.** *You have the right to* techniques that will alleviate pain and discomfort to the maximal extent consistent with proven safety and benefit.
- 3. Respect and Dignity.** *You have the right to* considerate and respectful care that recognizes your personal values and beliefs in the planned course of your care.
- 4. Privacy and Confidentiality.**
 - *You have the right to* be examined and treated in surroundings that assure reasonable privacy whenever possible
 - *You have the right to* discreet handling of your case and to ask individuals not directly involved in your care to leave
 - *You have the right to* expect all communications, including the source of payment for treatment, to be treated as confidential
 - *You have the right to* request a room transfer if another patient or visitor in your room is unreasonably disruptive
- 5. Know the Identity of Staff.** *You have the right to* know the professional status and name of individuals providing care to you, and to know which practitioner is primarily responsible for your care.
- 6. Ask Questions About Treatment.** *You have the right to* participate in ethical decisions regarding your care. Some of these decisions may relate to withholding resuscitative services, forgoing or withdrawing life-sustaining treatment and participating in conflict resolution. Your rights include access to consultation, including the 633 MDG's Medical Ethics Committee. You also may refuse treatment to the extent permitted by law. If your refusal prevents appropriate care, as determined by your care team, the patient/provider relationship may be terminated upon reasonable notice. If you are an active duty member, you will be further advised of any administrative action that may result from your refusal of treatment.
- 7. Informed Consent.** *You have the right to* reasonable informed participation and consent in decisions involving your health care, including information about the possibility of any risk of death or any serious side effects, problems related to recuperation, probability of success and who will perform procedures or dispense treatment. You will be informed if medically significant alternatives for care and treatment exist. Participation in clinical training programs or research studies must be done with your consent.
- 8. A Safe Environment.** *You have the right to* care and treatment in a safe environment.
- 9. Use Protective and Advocacy Services.** *You have the right to* make use of protective services. Listings of protective service agencies will be made available to patients and families as appropriate.
- 10. Know 633 MDG Rules and Regulations.** *You have the right to* be informed of the 633 MDG's rules and regulations that apply to your behavior as a patient.
- 11. Transfer and Continuity of Care.** *You have the right to* not be transferred to a facility outside the 633 MDG unless you have been given an explanation of the need for and alternatives to such a transfer. Furthermore, you have the right to be informed of continuing care requirements upon discharge.
- 12. Information About 633 MDG Charges.** *You have the right to* examine and receive an explanation of your bill. You have the right to prompt notification of changes in your responsibility for payment of 633 MDG charges.
- 13. Communications:**
 - *You have the right to* have access to people outside the 633 MDG by means of visitors, and by verbal and written communications, unless medically prohibited or, in the case of visitors, to the extent that the medical staff determines there is no disruption to the wellness of others, medical care, or the professional environment. If your communications have been restricted for therapeutic reasons, this will be explained to you or your legal representative.

Patient Rights – Continued

- *You have the right to* an interpreter, whenever possible, if you do not speak or understand English. If you have a hearing, vision or other disability, reasonable actions will be made to provide accurate and timely communication.
- *You have the right to* voice concerns about care, to have concerns reviewed, and, when possible, resolved. Patients can freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services. Concerns about patient care and safety not addressed by the hospital should be forwarded to Risk Management/Quality Management office (633 MDG/SGQ). If the concerns cannot be resolved through the hospital, you are encouraged by the hospital to contact the Joint Commission. You may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling 1-800-994-6610 or e-mailing complaint@jointcommission.org.
- *You have the right to* be informed about advance directives, such as living wills, that express beforehand your choices for treatment in the event you become unable to make such decisions. In addition to your health care providers, consultation services are provided through Social Work, Pastoral Care, mental health specialists and the 633 MDG Medical Ethics Committee.

Patient Responsibilities

As an active participant in your care, you have the responsibility to:

- 1. Provide Information.** *You are responsible for* providing complete and accurate information about all matters relating to your health.
- 2. Respect the Rights of Others.** *You are responsible for* being respectful of the property and considerate of the rights of other patients and of 633 MDG personnel.
- 3. Follow Instructions.** *You are responsible for* following the instructions of your medical team, including keeping appointments. You also are responsible for letting your care givers know if you do not understand a course of action or what is expected of you.
- 4. Return Your Medical Records.** *You are responsible for* ensuring that your medical records are promptly returned to the 633 MDG for appropriate filing and maintenance following your medical appointment. Your military Outpatient Treatment Record remains the property of the U.S. Government.
- 5. Follow 633 MDG Rules and Regulations.** *You are responsible for* following 633 MDG rules and regulations.
- 6. Report Patient concerns.** *You are responsible for* helping the 633 MDG commander provide the best possible care to all beneficiaries. You are responsible for notifying an 633 MDG Patient Advocate of any recommendations, questions or concerns you have regarding your care and safety at the 633 MDG. This can be done by filling out a *Medical Treatment Satisfaction Questionnaire* and placing it in a secured suggestion box located throughout the hospital. You can also contact one of our Patient Advocates located in each of the clinics, on the inpatient wards, and in the Command Section. A complete list of Patient Advocates are available at the Help Desk.
- 7. Understand the Consequences of Refusing Treatment.** *You are responsible for* your actions if you refuse treatment or do not follow the instructions of your medical team.
- 8. Pay 633 MDG Charges.** *You are responsible for* paying your bill in a timely manner.
- 9. Manage Personal Belongings.** *You are responsible for* your personal belongings unless they are given to 633 MDG personnel specifically for safekeeping.

Additional Information

The Patient Advocate is available to work with you to address questions or concerns, to clarify hospital policies and procedures, and to answer questions about the patient Bill of Rights and Responsibilities. You can pick up a copy of the Bill of Rights and Responsibilities at the Information Desk.

Updated Instruction: DoD Instruction 6000.14, October 3, 2013, *DoD Patient Bill of Rights and Responsibilities in the Military Health System (MHS)*, is available for review at the Information Desk.

To view our Joint Commission Accreditation and Quality Report: go to www.qualitycheck.org – Click on the "View Accreditation/Certification Quality Report" link. Under the Organization section, enter "633MDG".