VISTA SPECIALTY HOSPITAL
TUCSON

PATIENT'S BILL OF RIGHTS & RESPONSIBILITIES

As a patient at **Vista Specialty Hospital - Tucson**, you have the right to:

- Receive considerate, respectful, and compassionate care in a safe setting regardless of your age, gender, race, ethnicity, culture, language, socioeconomic status, national origin, religion, disabilities, sexual orientation, gender identity, gender expression, ability to pay, or source of payment.
- Receive care in a safe environment free from all forms of abuse, neglect, or mistreatment.
- Be free from interference, coercion, discrimination, or reprisal.
- Be called by your proper name and be in an environment that maintains dignity and adds to a positive self-image.
- Be told the names of your doctors, nurses, and all health care team members directing and/or providing your care.
- Examine and receive an explanation of your bill and manage your personal financial matters.
- Be involved in making decisions about your own care, treatment, and services, including the right to have your own physician, a family member, and/or chosen representative promptly notified of your admission to the hospital. You have the right to refuse treatment to the extent permitted by law.
- Be included in experimental research only when you have given informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with applicable laws and regulations. The patient may refuse to participate in experimental research, including investigations of new drugs and medical devices.
- Be informed if the hospital has authorized other health care and/or educational institutions to participate in your treatment. You shall also have the right to know the identity and function of these institutions and may refuse their participation in your treatment.
- Involve your family in care, treatment, and service decisions to the extent that you permit, in accordance with law and regulation.

- Be provided with the information about the outcomes of care, treatment, and services that you need in order to participate in current and future health decisions. Your physician will inform you about unanticipated outcomes of care.
- Have a family member, friend, or other individual present for emotional support during your stay, unless the individual may or may not be your surrogate decision-maker or legally authorized representative. The hospital's visiting policies note that same-sex couples and next of kin (partners, spouses, significant others) are afforded the same access as different-sex partners or couples.
- Be assisted throughout your stay to exercise your rights as a patient and as a citizen, and you may voice grievances and recommend changes in policies and services to the facility staff. You may address grievances directly with the Nurse Manager, Director of Performance Improvement/Risk Management, Chief Clinical Officer, or Chief Executive Officer. Additionally, you may contact the Department of Health and Hospitals.
- Make an advance directive appointing someone to make health care decisions for you if you are unable. If you do not have an advance directive, we can provide you with information and help you complete one.
- Be informed by the attending physician and other providers of health care services about any continuing health care requirements after discharge from the hospital. You shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.
- Have your cultural, religious, and personal values, beliefs, and preferences respected.
- Have the appropriate assessment and management of your pain.
- Request assistance when English is not your primary language, or when visual, hearing, or expressive impairments prevent effective communication during your hospital stay. You may request an interpreter or ask for assistive devices.
- Be free from chemical and, except in emergencies, physical restraints, except as authorized in writing by a physician for a specified reason and limited time frame when it is necessary to protect you from injury to yourself or others.
- Receive pastoral counseling to address your spiritual needs.
- Give accurate and complete information concerning your past illnesses, hospitalizations, medications, allergies, and other pertinent items.
- Participate in the development and update of your primary health care plan, including your discharge plan.
- Except in emergencies, receive a full explanation of the reason for transfer, if a transfer is necessary, provisions for continuing care, and acceptance by the receiving institution.

- Access information contained in your medical records within a reasonable time frame when requested, subject to limited circumstances where the attending physician determines it would be harmful to disclose the information to you for therapeutic reasons.
- Have personal privacy in treatment and personal privacy and confidentiality of medical records.
- Request further information concerning anything you do not understand.
- Assist in maintaining a safe environment.

As a patient at Vista Specialty Hospital - West Monroe, your responsibilities are:

- Provide complete and accurate information, including your full name, address, home telephone number, date of birth, Social Security number, insurance carrier, and employer, when it is required.
- Provide the hospital or your doctor with a copy of your advance directive, if you have one.
- Provide complete and accurate information about your health and medical history, including your present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- Ask questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor. You are responsible for outcomes if you do not follow the care, treatment, and service plan.
- Actively participate in your pain management plan and keep your doctors and nurses informed of the effectiveness of your treatment.
- Leave valuables at home and bring only necessary items for your hospital stay.
- Treat all hospital staff, other patients, and visitors with courtesy and respect; abide by all hospital rules and safety regulations; and be mindful of noise levels, privacy, and number of visitors.
- Provide complete and accurate information about your health insurance coverage and pay your bills in a timely manner.