

## PATIENT RESPONSIBILITIES

- 1) **Providing Information.** Patients are responsible for providing accurate, complete, and up-to-date information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for advising their healthcare provider of whether they understand the diagnosis, treatment plan, and prognosis.
- 2) **Respect and Consideration.** Patients are responsible for being considerate of the rights of other patients and WBAMC healthcare personnel. Patients are responsible for being respectful of the property of other persons and of WBAMC.
- 3) **Adherence with Medical Care.** Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying WBAMC when appointments cannot be kept.
- 4) **Health Records.** Patients are responsible for returning medical records promptly to WBAMC for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All health records documenting care provided by any military medical treatment facility are the property of the U.S. Federal Government.
- 5) **WBAMC Rules and Regulations.** Patients are responsible for following WBAMC rules and regulations affecting patient care and conduct. Regulations regarding smoking must be followed by all patients.
- 6) **Refusal of Treatment.** Patients are responsible for their actions if they refuse treatment, or do not follow the practitioner's instructions.
- 7) **Healthcare Charges.** Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.
- 8) **Patient Complaints and Compliments.** The patient has the responsibility to assist the Hospital Commander in providing the best possible care to all beneficiaries. Patients and visitors should direct their recommendations, questions, complaints, and/or compliments to the Patient Assistance Office at 915-742-2692.
- 9) **Patient Safety.** Both patient and patient visitors have the responsibility to report any unsafe situation that involves either health care treatment or the hospital environment. These situations should be reported to any staff member or to the Patient Safety Manager.

In accordance with WBAMC Regulation 40-81 dated 18 October 2022.

WBAMC compliance data to include quality goals, patient safety goals and accreditation status can be accessed on TJC Quality Check at <https://www.jointcommission.org>

Facility performance data can be found at <https://health.mil>

## William Beaumont Army Medical Center



## Patient Rights And Responsibilities

## PATIENT RIGHTS

**1) Medical Care.** Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including timely access to specialty care and to pain assessment and management.

**2) Respectful Treatment.** Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

**3) Privacy and Security.**

(a) Patients have rights, defined by Federal law, to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

(b) Limits of confidentiality. Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others. Release of such treatment information shall only be as authorized by current law and military regulations.

(c) A patient has the right to access, request amendment to, and receive an accounting of disclosures regarding his/her own health information as permitted under applicable law.

**4) Provider Information.** Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. WBAMC will inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

**5) Explanation of Care.** Patients have the right to an explanation concerning their diagnosis, treatment options, procedures, and prognosis in terms that are easily understood by the patient or responsible caregiver. The specific needs of vulnerable populations in the development of the patient's treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision-making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

**6) Informed Consent.** Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available. Patients will be informed that information on TRICARE covered services, including clinical trials, is available on the TRICARE.mil website at: [www.tricare.mil](http://www.tricare.mil).

**7) Filing Grievances.** Patients have the right to make recommendations, ask questions, or file grievances to the Patient Assistance Office at 915-742-2692. If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) at 1-800-994-6610, or by submitting a concern or complaint online at [https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx).

**8) Research Projects.** Patients have the right to know if the MTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects and withdraw consent for participation at any time.

## PATIENT RIGHTS

**9) Safe Environment.** Patients have the right to care and treatment in a safe environment.

**10) WBAMC Rules and Regulations.** Patients have the right to be informed of the hospital's rules and regulations that relate to patient or visitor conduct.

**11) Transfer and Continuity of Care.** When medically permissible, a patient may be transferred to another military medical treatment facility or private sector facility/provider only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

**12) Charges for Care.** Patients have the right to understand the charges for their care and their obligation for payment.

**13) Advance Directive.** Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

**14) Limits of Confidentiality.** Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency, or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.

**15) Advocacy and Protection.** A patient has the right to be protected from real or perceived abuse, neglect, or exploitation from anyone, including staff, students, volunteers, other patients, visitors, or family members. All allegations, observations, or suspected cases of abuse, neglect or exploitation that occur in the hospital are investigated by the hospital. When a patient needs protective services, the hospital will provide resources to help the family or the courts address this need. The hospital maintains a list of names, addresses, and telephone numbers of pertinent state client advocacy groups, such as the state authority and the protection and advocacy network; this list is available for patients when requested or required.

**16)** The right to have the patient's family and physician notified of their admission, discharge or transfer from the hospital. (notify your care team)

**17) Communication.** A patient has the right of access to people outside of the hospital by means of visitors, and by verbal and written communications when such visitations and communications will not interfere with the patient's treatment. The hospital offers telephone and mail services as appropriate to setting and population.

**18) Visitation.** As per outlined in WBAMC Regulation 40-1.

**19) Chaperone.** Patients have the right to a chaperone during both inpatient and outpatient clinical visits, specifically during sensitive physical exams and treatments. Patients have a right to request a different chaperone (for example, different gender); when feasible, staff will try to accommodate request or assist with rescheduling visit. There may be emergency situations that require an exception to a chaperone where delays in care could jeopardize life.