



2015 PATIENT RIGHTS AND RESPONSIBILITIES

Employee's Name		EIN#:	NUID#:
Unit:	Position:	Facility:	

A patient is defined as a person who is seen in the Emergency Department and/or is hospitalized as an inpatient or outpatient at the Kaiser Permanente Medical Center.

Patients have the right to:

1. Exercise these rights without regard to sex; cultural, economic, educational, or religious background; or the source of payment for care.
2. Considerate and respectful care.
3. Knowledge of the name of the physician who has primary responsibility for coordinating the care and the names and professional relationships of other physicians and non-physicians who will see the patient.
4. Receive information from the physician about the illness, the course of treatment, and the prospects for recovery in the terms that the patient can understand.
5. Receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse this course of treatment. Except in emergencies, this information shall include a description of the procedure or the treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment, and the risks involved in each, and to know the name of the person who will carry out the procedure or treatment.
6. Participate actively in decisions regarding the patient's medical care. To the extent permitted by law, this includes the right:
 - To refuse treatment,
 - To be involved in all aspects of their care,
 - To be involved in resolving dilemmas about care decisions,
 - To have their family participate in care decisions as appropriate

Note: Minors capable of participating in decisions regarding their medical care shall be involved in decision making, along with their parents or guardians.

7. Have the hospital demonstrate respect for the following patient needs:
 - a. Full consideration of privacy concerning the medical care program. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. The patient has the right to be advised as to the reason for the presence of any individual.
 - b. Confidential treatment of all communications and records pertaining to the patient's care and stay in hospital. Written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the care.
 - c. Security and hospital support of the patient's right to access protective services.
 - d. Communication.
 - e. Pastoral counseling.
8. Reasonable responses to any reasonable requests made for service. The patient's right to treatment or service is respected and supported.
9. Leave the hospital, even against the advice of physicians.
10. Reasonable continuity of care and to know in advance the time and location of appointments as well as persons providing the care.
11. Be advised if hospital/personal physician proposes to engage in or perform human experimentation affecting care or treatment. The patient has the right to refuse to participate in such research projects. All patients asked to participate in a research project are:
 - Given a description of the expected benefits
 - Given a description of the potential discomforts and risks
 - Given a description of the alternative services that might also prove advantageous to them
 - Given a full explanation of the procedures to be followed, especially those that are experimental in nature
 - Told that they may refuse to participate, and that their refusal will not compromise their access to services
12. Be informed of continuing health care requirements following discharge from the hospital.
13. Examine and receive an explanation of the bill regardless of source of payment.
14. Know which hospital rules and policies apply to the patient's conduct while a patient.
15. Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
16. Have visitors as described below:
 - a. Designate visitors of his/her choosing, if the patient has decision making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed
 - The facility reasonably determines that the presence of a particular visitor would endanger the health and safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - The patient has indicated to the health facility staff that the patient no longer wants the person to visit
 - b. Have the patient's wishes considered for purposes of determining who may visit if the patient lacks decision making capacity and to have the method of that consideration disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any person living in the household.
 - c. When restrictions are placed on a patient's visitors, mail, telephone calls, or other forms of communication, the restrictions are evaluated for therapeutic effectiveness.
 - d. Any restrictions on communication are fully explained to the patient and family and are determined with their participation.

Note: The above information on visitors may not be construed to prohibit Kaiser Permanente from otherwise establishing reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

Patients have the responsibility to:

1. Follow hospital rules and regulations affecting care and conduct.
2. Be considerate of the rights of other patients and of the hospital personnel.
3. Assist in the control of noise, smoking, and a number of visitors.
4. Be respectful of the property of other persons and of the hospital.

Patient complaints may be forwarded to the hospital administration for appropriate response as follows:

- Questions or concerns may be directed to the Patient Relations Office

Signature: _____ Date: _____



2015 Staff Rights

Employee's Name:		EIN#:	NUID#:
Unit:	Position:	Facility:	

To all Employees and Applicants:

Kaiser Permanente recognizes the ethical responsibility to ensure appropriate patient care while providing a mechanism to address caregiver's requests to refrain from participation in aspects of patient care or treatment. Such requests to refrain are based on an individual's reasons related to cultural values, personal ethics or religious beliefs.

In order to honor requests, it is imperative that open communication exists between employees and supervisors throughout the employment relationship. Applicants and employees will have the opportunity or may use their initiative to discuss the functions of the position with the supervisor, including any functions, which may conflict with cultural values, personal ethics, or religious beliefs.

I understand that my manager/supervisor will document discussions regarding requests to refrain from participation in aspects of patient care or treatment and the outcome from those requests. Documentation will be sent to the H.R. Service Center and be included in the employees personnel file.

I, also, understand that although all requests to refrain are fully considered, Kaiser Permanente makes the final determination as to what, if any, accommodations will be provided and how aspects of patient care will be performed. Individual accommodations may include revised procedure or job restructuring which permit the individual to perform the essential functions of the job and which do not negatively affect patient care or treatment or cause undue hardship to Kaiser Permanente. Accommodations may include reassignment to a similar, vacant position in accordance with any applicable collective bargaining agreement.

My signature below indicates that I have read the above information and am aware of the outlets available to me should I encounter a conflict with my personal ethics, religious beliefs, or cultural values while on the job.

*Additional information can be found on MYHR under HR policies.

Signature: _____ Date: _____