

## PATIENT RESPONSIBILITIES

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The patient has the responsibility to provide accurate and complete information concerning his/her present complaints, past illnesses, hospitalizations, medications and other matters relating to his/her health.

The patient is responsible for reporting perceived risk in his or her care and unexpected changes in his/her condition to the responsible practitioner.

The patient and family are responsible for asking questions when they do not understand what they have been told about the patient's care or what they are expected to do.

The patient is responsible for following the plan of care established by his/her physician, including the instructions of nurses and other health professionals as they carry out the physician's orders.

The patient is responsible for keeping appointments and for notifying the hospital or physician when he/she is unable to do so.

The patient is responsible for his/her actions should he/she refuse treatment or not follow his/her physician's order.

The patient is responsible for assuring that the financial obligations of his/her hospital care are fulfilled as promptly as possible.

The patient is responsible for following hospital policies and procedures.

The patient is responsible for being considerate of the rights of other patients and hospital personnel.

The patient is responsible for being respectful of his/her personal property and that of other persons in the hospital.

The patient is responsible to sign a Released of Information Form if they wish for their records to be released.

## R.S. 22:1880 NOTICE

### "Notice

Health Care Services may be provided to you at a network health care facility by facility-based physicians who are not in your health plan. You may be responsible for payment of all or part of the fees for those out-of-network services, in addition to applicable amounts due for co-payments, coinsurance, deductibles, and non-covered services. Specific information about in-network and out-of network facility-based physicians can be found at the website address of your health plan or by calling the customer service telephone number of your health plan".

A list is available upon request that contains the name and contact information for each individual or group of hospital-contracted physicians who provide services at our facility.

If you have concerns regarding any of the items discussed in this document or concerns regarding any aspects of your care, please contact Allen Parish Hospital Chief Executive Officer at 108 6<sup>th</sup> Avenue, Kinder, LA 70648 or call 337-738-9489. You may also advise the Louisiana Department of Health, DHH/Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, call 225-342-0138 or Toll Free 866-280-7737, or Fax 225-342-5292.



**Allen Parish Hospital**

108 6th Avenue  
Kinder, LA 70648

Phone: 337-738-2527  
Phone: 337-738-9489



**Allen Parish Hospital**

## PATIENT RIGHTS, RESPONSIBILITIES & BALANCE BILLING - LA. R.S. 22:1880 NOTICE

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**ALLEN PARISH HOSPITAL** is committed to providing care and service of the highest quality and to assuring that the basic human rights of expression, decision making, and personal dignity are preserved.

**ALLEN PARISH HOSPITAL** respects the inherent dignity of each person and recognizes the right of patients regardless of their race, creed, color, religion, gender, age disability, national origin, orientation or source of payment.

The following statements summarize your rights and responsibility as a patient. You will receive a copy of these rights and responsibilities for your records. Keep this information for reference; review it carefully and share it with those involved in your care. If you are unable to exercise any or all of these rights, your legally authorized representative may exercise these rights on your behalf.

# PATIENT RIGHTS

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Every patient, or his/her designated representative, shall whenever possible, be informed of the patient's rights and responsibilities in advance of furnishing or discontinuing patient care.

Every patient has the right to have a family member, chosen representative and/or his or her own physician notified promptly of admission to the hospital.

Every patient has the right to receive treatment and medical services without discrimination based on race, age, religion, national origin, sex, sexual preferences, handicap, diagnosis, ability to pay or source of payment.

Every patient has the right to be treated with consideration, respect and recognition of their individuality, including the need for privacy in treatment.

Every patient has the right to be informed of the names and functions of all physicians and other health care professionals who are providing direct care to the patient. These people shall identify themselves by introduction and/or by wearing a name tag.

Every patient has the right to receive, as soon as possible, the services of a translator or interpreter to facilitate communication between the patient and the hospital's health care personnel.

Every patient has the right to participate in the development and implementation of his/her plan of care.

Every patient or his or her representative (as allowed by state law) has the right to make informed decisions regarding his or her care.

The patient's rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

Every patient has the right to be included in experimental research only when he or she gives informed, written consent to such participation, or when a guardian provides such consent for an incompetent patient in accordance with appropriate laws and regulations. The patient may refuse to participate in experimental research, including the investigations of new drugs and medical devices.

Every patient has the right to be informed if the hospital has authorized other health care and/or educational institutions to participate in the patient's treatment. The patient shall also have a right to know the identity and function of these institutions, and may refuse to allow their participation in his/her treatment.

Every patient has the right to formulate advance directives and have hospital staff and practitioners who provide care in the hospital comply with these directives in accordance with §489.100, §489.102, and §489.104.

Every patient has the right to be informed by the attending physician and other providers of health care services about any continuing health care requirements after his/her discharge from the hospital. The patient shall also have the right to receive assistance from the physician and appropriate hospital staff in arranging for required follow-up care after discharge.

Every patient has the right to have his/her medical records, including all computerized medical information, kept confidential.

Every patient has the right to access information contained in his/her medical records within a reasonable time frame.

Every patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.

Every patient has the right to be free from all forms of abuse and harassment.

Every patient has the right to receive care in a safe setting.

Every patient has the right to examine and receive an explanation of the patient's hospital bill regardless of source of payment, and may receive upon request, information relating to financial assistance available through the hospital.

Every patient has the right to be informed in writing about the hospital's policies and procedures for initiation, review and resolution of patient complaints, including the address and telephone number of where complaints may be filed with the department.

Every patient has the right to be informed of his/her responsibility to comply with hospital rules, cooperate in the patient's own treatment, provide a complete and accurate medical history, be respectful of other patients, staff and property, and provide required information regarding payment of charges.

Except in emergencies, the patient may be transferred to another facility only with a full explanation of the reason for transfer, provisions for continuing care and acceptance by the receiving institution.