

We recognize that each patient has unique health care needs and we encourage collaborative partnerships between patients, families, and the health care team. We treat each patient, their family, and other loved ones respectfully, considerately and fairly without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, disability, economic status, educational background, or source of payment for care. The following patient rights and responsibilities will support the partnerships needed to provide the best care possible.

You have the right to . . .

- Respect, dignity, understanding, comfort, and to have your personal values and beliefs respected.
- Have your doctor and a family member (or someone else you choose) be told as soon as possible that you are in the hospital.
- Know the names, job titles, and responsibilities of the persons providing your treatment, care and services.
- Be given information about your health status, treatment options, possibilities for recovery, and outcomes of care in a language and in words you can understand. You have the right to participate in developing your plan of care and how it will work.
- Participate in ethical questions about your care including end-of-life care, life-support, resuscitation decisions, and resolving conflicts.
- Have as much information as you need in order to make informed decisions about your care, give consent for treatments or procedures, and/or refuse a course of treatment.
- Request or refuse treatment as permitted by law unless the request is for inappropriate or medically unnecessary treatment or services. You also have the right to leave the hospital, as permitted by law, even when your doctors tell you it would be best if you stayed for continued care and treatment.
- Be told if the hospital or doctor wants to include experimental treatment or studies affecting your care. You have the right to refuse to participate.
- Request reasonable services and expect reasonable responses from your hospital caregivers.
- Appropriate assessment and management of your pain and to participate in your pain management decisions.
- Choose a person to make decisions about your medical care if you are unable to make these decisions.
- Have your personal privacy respected and all communications and records regarding your care remain confidential unless we have your written consent. This includes photography, recording, and filming.
- Receive a written “Notice of Privacy Practices” that explains how your protected health information, also called PHI, will be used and/or disclosed.
- Be cared for in a safe and secure environment without danger of mental, physical, sexual, or verbal abuse or neglect. You have the right to access agencies and services that will assist and protect you.
- Be free from restraint and seclusion unless either one is needed for medical reasons.
- Timely information about, and participation in, your discharge from the hospital including follow-up appointments, treatments, and services, and who will be providing this information for you.
- Be told what is expected of you as a patient while in the hospital, including what rules of conduct apply to you.

- Designate a support person as well as visitors of your choosing, subject to the hospital's reasonable restrictions on visitation hours and number of visitors, unless no visitors are allowed or the hospital has determined that a particular visitor could endanger you or others at the hospital or would disrupt hospital operations.
- Review and receive an explanation of your hospital bill regardless of the source of payment.
- Express concerns or make a complaint to the Charge Nurse, Manager, or to the hospital's customer service department regarding your care, treatment, or services we provided and to have your concerns addressed as quickly as possible.
- File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process: Community Hospital Long Beach/Long Beach Memorial/Miller Children's Hospital Long Beach Los Angeles District Office, 12440 E. Imperial Highway, Room 552, Norwalk, CA 90650 (800) 228-1019; Orange Coast Memorial/Saddleback Memorial: Orange County District Office, 681 S. Parker Street, Suite 200, Orange, CA 92868 (800) 228-5234. You may also file a complaint with The Joint Commission, the organization that accredits our hospitals: The Joint Commission, One Renaissance Blvd, Oakbrook Terrace, Illinois 60181 (800) 994-6610.

As a patient and the most important member of your health care team, you have the responsibility to...

- Give us complete and accurate information about your health, including your previous medical history and all the medications you are taking.
- Inform us quickly of changes in your condition or symptoms, including pain.
- Let us know if you don't understand the information we give you about your condition or treatment. Please ask us questions.
- Please speak up. Communicate your concerns to any employee as soon as possible, including any member of your patient care team, the manager, administrator, or customer service representative.
- Follow the plan of care and understand that you must accept the consequences if you refuse. Before you refuse, ask us for information to help you make the best decision possible.
- Follow our rules, regulations, and policies to ensure your safety and the safety of others.
- Leave your personal belongings at home or have family members take all valuables and articles of clothing home while you are hospitalized.
- Be considerate, respectful and cooperative when you are interacting with staff, physicians, and other patients.
- Respect the rights and property of others.
- Respect the privacy of staff, physicians, and other patients. Photos, audio recordings and/or videos of patients, employees, volunteers, medical staff members, and other visitors are only permitted if written consent has been given, if they do not interfere with patient care, and they do not include medical treatment. If you have questions, ask your health care team.
- Understand and be responsible for instructions given to you when you are discharged. Ask us questions.
- Pay your bills or make arrangements to meet the financial obligations of your care.
- Provide the hospital with a copy of your Advance Directives.

For additional copies of these rights and responsibilities for a family member or friend, please ask a member of your health care team.