

Patients' Rights and Responsibilities

West Ascension Parish Hospital respects the basic human rights and personal dignity of each patient. As a patient, you have the right and responsibility to be informed and participate in decisions involving your care. When you are either incapacitated, incompetent, or a minor, your rights can be exercised by a legally authorized person. State and federal law requires that your physician or health care facility recognize your rights while you are receiving medical care and that you respect the facility's right to expect appropriate behavior on the part of the patient. A summary of your rights and responsibilities follows:

AS A PATIENT, YOU HAVE THE RIGHT TO:

- Be treated with courtesy and respect, with appreciation of your individual dignity, and be free from abuse and harassment.
- The protection of your need for privacy and to receive care in a safe setting.
- Confidentiality of your medical record.
- Access information contained in your medical record within a reasonable time.
- A prompt and reasonable response to questions and requests.
- To know who is providing medical services and who is responsible for your care.
- Information about available patient support services, including interpreter services if you do not speak English or are hearing impaired.
- Information about rules and regulations that apply to your conduct.
- Refuse any treatment, except as otherwise provided by law.
- Receive, upon request, full information and necessary counseling on the availability of known financial resources for your care.
- If eligible for Medicare, to know upon request and in advance of treatment whether the provider accepts the Medicare assignment rate.
- Receive, upon request and prior to treatment, a reasonable estimate of charges for medical care.
- Receive a copy of a reasonably clear and understandable itemized bill and, upon request, have the charges explained.
- Impartial access to medical treatment or accommodations regardless of age, race, national origin, religion, language, culture, gender, gender identity, sexual orientation, physical handicap, or source of payment.
- Treatment for any emergency medical condition that may deteriorate from failure to provide treatment.
- Know if medical treatment is for purposes of experimental research and to give your consent or refusal to participate.
- Express grievances regarding any violation of your rights through the hospital's grievance procedure.
- Be given information concerning diagnosis, outcomes, alternatives, risks and prognosis by your provider.
- Have your pain assessed and treated and be taught how to manage it.
- Receive visitors of your choosing, including a spouse, domestic partner (including same-sex partner), family member, or friend, and to deny or withdraw consent at any time.
- Have a family member or other support person present during your stay for emotional support.
- Be free from restraints unless necessary to protect yourself or others from harm.

AS A PATIENT, YOU HAVE THE RESPONSIBILITY TO:

- Provide, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, hospitalizations, medications and other health matters.
- Report unexpected changes in your condition.
- Indicate whether you understand the treatment plan and what is expected of you.
- Follow the treatment plan recommended by your provider.
- Keep appointments and notify the provider or facility if you are unable to do so.
- Take responsibility for your actions if you refuse treatment or do not follow instructions.
- Fulfill your financial obligations for healthcare services.
- Follow hospital rules and regulations affecting patient care and conduct.
- Maintain proper conduct, including refraining from violence toward patients, visitors or staff.

IF YOU HAVE QUESTIONS OR CONCERNS:

If you have a concern about your care or experience at West Ascension Parish Hospital, we encourage you to first speak with the staff directly involved in your care, their supervisor, or a representative from our Patient Experience Department. (225-474-2137)

If you wish to file a formal complaint against a healthcare professional or facility, you may contact the appropriate regulatory agency:

**Physicians, Physician Assistants, Acupuncturists
Louisiana State Board of Medical Examiners (LSBME)
Phone: (504) 568-6820
Website: www.lsbme.la.gov**

**Registered Nurses (RNs), Advanced Practice
Registered Nurses (APRNs)
Louisiana State Board of Nursing (LSBN)
Phone: (225) 755-7500
Website: www.lsbm.state.la.us**

**Hospitals and Healthcare Facilities
Louisiana Department of Health – Health Standards
Section Phone: 1-866-280-7737
Website: ldh.la.gov**

Your feedback is important to us and helps improve the quality of care and services we provide.

Translated versions of this Patients' Rights and Responsibilities is available upon request to ensure accessibility for all patients.