

## **Patient Rights from The Joint Commission and The Center for Medicare and Medicaid Services.**

Psychiatric Hospital accredited by The Joint commission will honor and promote the following patient rights and standards:

1. Patients and/or support persons will be informed of patients' rights and responsibilities related to care, treatment, services and visitations
2. Patients will be treated in a dignified and respectful manner that supports his or her dignity
3. Patient's cultural and personal values, beliefs, and preferences will be respected
4. Patients have a right to and need for effective communication including interpreter services
5. Patient have a right to receive information in a manner he or she understands.
6. Patients have the right to access protective or advocacy services.
7. Patients or family have the right to have complaints reviewed by the hospital.
8. Patients have the right to be free from neglect; exploitation; and verbal, mental physical and sexual abuse.
9. The hospital allows the patient to access, request amendment to, and obtain information on disclosures of his or her health information, in accordance with law and regulation.
10. Patient's right to religious and other spiritual services.
11. Patient's cultural and personal values, beliefs and preferences will be respected
12. Patient's right to privacy will be observed
13. Patient's right to receive information about the individual(s) responsible for, as well as those providing his or her care, treatment, and services.
14. Patient's right to give or withhold informed consent
15. Patient's right to participate in decisions about care, treatment, and services.
16. 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.

As a Participant of the Medicaid and Medicare, this facility agrees to protect and promote each of the rights listed below:

1. To be informed of rights before furnishing or discontinuing patient care, when possible
2. To establish a grievance procedure and inform each patient who to contact to file a grievance
3. To participate in the development and implementation of one's own plan of care
4. To make informed decisions regarding one's own care
5. To formulate and advance directive
6. To have a family member or chosen representative be notified promptly of admission
7. To personal privacy
8. To receive care in a safe setting
9. To be free from harassment, physical or mental abuse, or corporal punishment
10. To confidentiality of one's own clinical information
11. To access information contained in one's own clinical records within a reasonable timeframe
12. To be free from restraints or seclusion of any form imposed as a means of coercion discipline, convenience or retaliation by staff
13. To safe implementation of restraint or seclusion by trained staff
14. Federal law provides consumers the right to reasonable access to treatment regardless of race, sex, creed, marital status, national origin, handicap or age.
15. To receive or deny visitors of your choosing and be informed of any clinical restriction or limitation of that right. In order to protect privacy, rights and safety of yourself and others, the facility may restrict the available time and place of visitation.

If you have questions or concerns about your rights, you may contact one of the following organizations:

Disability Law Center of Alaska (DLC)-800-478-1234

Office of Children's Services-800-478-4444

Adult Protective Services-800-478-9996

State of AK, Facility Licensing & Certification-888-387-9387

Joint Commission-800-994-6610

AK State Ombudsman-907-269-5290

National Alliance on Mental Illness-907-272-0227

Center for Medicare & Medicaid Svc-866-226-1819 800-633-4227

Public Defender Office-907-334-2580

Quality Improvement Organization-KEPRO Region 10-888-305-6759