Patient Information

Patient Rights & Responsibilities

The patient, and the person responsible for the patients' decisions, has the right to:

2. A safe environment.
3. Make decisions regarding treatment with adequate information provided by the physician and with knowledge of which physician(s) will provide the treatment, surgery or procedure.
4. A patient representative selected for decision-making as needed.
5. Notification of family or friend, and personal physician, upon admission to hospital.
6. Refusal of treatment, consistent with legal requirements, the hospital’s ethical and religious directives and full information of consequences from the physician.
7. Reasonable privacy of medical and personal information and records, and the right to access such information and records.
8. Access to the identity of providers of care and information on the relationships among the various providers of care.
9. Complete information regarding any research project being offered prior to giving consent and prior to initiation of any research related interventions. This includes the right to refuse to participate or discontinue participation in such research at any time without penalty or loss of benefits to which he/she is otherwise entitled.
10. Reasonable continuity of care including source, information and instructions upon discharge from the hospital.
12. Freedom from restraint or seclusion that is not medically necessary and punitively administered.
13. Explanation of the charges and services on billing documents.
14. Instruction on the steps to be followed for making a hospital complaint or grievance.
15. Explanation from the hospital/physician concerning questions regarding care received in the hospital.
16. Additional information about and/or implementation of advance directives for healthcare, as described in hospital policy and procedure. Information is also available at www.saintfrancis.com.
17. The Hospital recognizes that Oklahoma Law permits patients to refuse nutrition and hydration by means of their Advance Directive. However, the law excuses any health care facility from participating in, or caring for, an incompetent patient who is to die as a result of dehydration or starvation. (63 Okla. Stat. §3080.5, §3101.9) Please be advised that in accordance with Catholic Ethical and Religious Directives, Saint Francis Health System will not honor any portion of an Advance Directive that would cause such a death, whether the patient is competent or incompetent.
If a patient or family is not willing to abide by this policy, the hospital will respect the patient’s or proxy’s selection of another provider and cooperate in the transfer of the patient to the other provider.

**Patient Responsibilities**

The patient, and the person responsible for the patient’s decisions, has the responsibility to:

1. Provide accurate and complete information concerning the patient’s present complaints, past illnesses, hospitalizations, medications, and other matters relating to the patient’s health, to the best of the patient’s knowledge.

2. Report perceived risks in care and changes in the their condition or symptoms.

3. Ask questions when they do not understand about recommended care or treatment and what the patient is expected to do.

4. Follow the treatment plan established between the patient and his or her physician.

5. Follow the instructions of nurses and other health professionals who are carrying out physician orders.

6. At discharge from hospital, if extended care services are needed, choose from among the post-hospital extended care providers available.

7. Keep appointments promptly and notify the hospital or physician with reasonable advance notice when the patient is unable to do so.

8. Meet the financial obligations of his or her hospital care as promptly as possible.

9. Be considerate of the rights of other patients and hospital personnel.

10. Be respectful and careful regarding his or her personal property, hospital property, and property of other persons in the hospital.

Our goal is to provide excellent care while you are with us. During your stay, the Charge Nurse or Clinical Manager will stop by to meet you. If you have any questions or concerns, please let us know.

- Call and ask to speak with the Charge Nurse or Clinical Manager
- Ask to talk with the Patient Advocate
- Call Administration at 918-494-8467 (Yale campus); 918-307-6010 (SFH South); 918-256-7551 (SFH Vinita); 918-684-2559 (SFH Muskogee).

If your questions or concerns are not addressed to your satisfaction, you may call the Oklahoma State Department of Health at 1-800-522-0203, write them at Oklahoma State Department of Health, Medical Facilities Division, 1000 N.E. 10th, Oklahoma City, 73117-1299, or you may contact the Joint Commission. To learn more about your role in patient safety, you may contact the Joint Commission, Office of Quality Monitoring by phone: (800) 994-6610; fax: (630) 792-5636; or email complaint@jointcommission.org.

This information is not meant to replace the advice of your Healthcare Professional. Be sure to ask questions and discuss your medical condition or any medical treatments with your doctor.