

Your rights and responsibilities as a patient

We think of you and your family as partners in your care. **Oklahoma Heart Hospital** understands and respects the rights and responsibilities of patients, their families, doctors, and other health care workers. We respect the role of the patient in making choices about their care. We respect each person's preferences and values. We respect cultural, racial, religious, age, gender, and other differences as well as the special needs of persons with disabilities.

Your rights as a patient

- To receive kind and respectful care.
- To receive important and current information about your illness, treatments and expected outcome. You have the right to get that information in a way you can easily understand.
- To discuss and get information about the procedures and/or treatments, the risk involved, the likely length of recovery, and other options with their risk and benefits.
- To know who your doctors, nurses, and others involved in your care are. This includes any students, resident doctors, or other trainees.
- To know the cost of treatment choices, as much as they are known.
- To make decisions about your plan of care before and during treatment. You can refuse a recommended treatment or plan of care and to be told what might happen as a result of this action. If you refuse a treatment, you have a right to other care and services the hospital has or you can transfer to another hospital. The hospital will tell you of any policy that might affect your choice. You have the right to have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care), or you can choose a person to make decisions for you. The hospital will honor your choices to the extent allowed by law and hospital policy.
- To make informed medical choices. OHH will ask if you have an advance directive and include that information in the record. You have the right to timely information about hospital policy that may limit our ability to carry out your advance directive.
- The right to privacy. Discussions, consults, exams and treatments will be done in such a way as to protect your privacy.
- To expect all communications and records about your care be treated as confidential. In cases such as alleged abuse or public health hazards, a report may be required or allowed by law.
- To expect the hospital will be confidential with this information when it gives it to any other party.
- To look at the records about your medical care and to have the information explained to you if needed, except when restricted by law.
- To ask and be informed of business relationships between the hospital, schools and universities, other health care providers, or payers that may impact your treatment and care.
- To expect that OHH will give the needed health care to the best of our ability. The hospital will provide evaluation, services, and/or a referral as indicated. If a transfer is recommended or requested, you will be informed of the risk, benefits, and other options. The facility where you will be transferred must first accept the transfer.
- To consent or decline to be in research studies and to have those studies fully explained before you give consent. If you do not take part, you will still receive the best care OHH can provide.
- To reasonable continuity of care and to be told of available and realistic options when hospital care is no longer needed. You have the right to help in the decision process to the best of your ability.
- To be told of hospital policies about patient care, treatment, and responsibilities.
- To be told of available ways for settling disputes, problems, and conflicts. The Ethics Committee and patient representatives are available to help.
- To be told of the hospital's charges for services and available payment methods.
- To proper pain assessment and management.
- To get information about transportation.
- To an environment that preserves dignity and contributes to a positive self-image.
- To be free from mental, physical, sexual and verbal abuse, neglect, and exploitation.

- To be free from physical or chemical restraint unless such restraint is required to prevent injury to you or others or prevent serious disruption in the therapeutic environment.
- To file a grievance with the **Oklahoma State Department of Health Medical Facilities** 123 Robert S. Kerr Ave., Suite 1702, OKC, OK 73102-6406 in the event you feel the hospital has not resolved your concerns, you may contact them at this address or by telephone at 1-405-426-8470.
- DNV accredited and certified organizations have the option of referring complaints about quality and safety of patient care to DNV. Our CMS-approved complaint investigation process follows the same collaborative approach as NIAHO® surveys. Complainants may choose to be anonymous or provide contact information so we can communicate directly for more information and investigation results.

For those organizations that choose to provide DNV complaints contact information on their websites, patient rights notifications, patient advocate resources, or leadership rounding scripts, please update the published DNV contact information as follows:

ATTN: Healthcare Complaints, **DNV Healthcare USA Inc**, 1400 Ravello Dr, Katy TX 77449

ONLINE COMPLAINT FORM: www.dnvhealthcare.com
(COMPLAINTS HYPERLINK: <https://www.dnvhealthcareportal.com/patient-complaint-report>)

COMPLAINTS E-MAIL: hospitalcomplaint@dnv.com

COMPLAINTS VOICEMAIL: 866-496-9647

COMPLAINTS FAX: 281-870-4818

- **Acentra Health Services** (Medicare Beneficiary & Family Centered Care Quality Improvement Org.) 5201 West Kennedy Blvd, Ste 900, Tampa, FL 33609, www.acentraqio.com, Toll Free: (888) 315-0636, TTY:771, Toll Free Fax: (844) 878-7921

Your responsibilities as a patient

- For giving true and complete information about your health. This includes present health complaints, past illnesses, hospitalizations, drugs and other things related to your care.
- For giving information about advance directives and providing us with any papers that give directions about future medical care should you become unable to take part in such planning.
- For following the recommended treatment plan. You are also responsible for telling doctors or nurses whether or not you think you can follow a certain plan.
- For your actions if you refuse treatment or do not follow your doctors' orders.
- For asking questions about your treatment, diagnosis, or prognosis.
- For letting the nursing team and doctor know when you are having pain or if your pain is not being managed well.
- For knowing and following the hospital rules, which include noise control, cell phone use and smoking.
- For being helpful and kind during your stay.
- For financial obligations for your care and hospitalization.
- For respecting the privacy and confidentiality of the patients and staff.
- For talking with the nurse, doctor, or administration if you are dissatisfied with your care or believe your rights have been violated.
- For transportation home after discharge.
- For the effect of your lifestyle on your own health and wellness. Your health depends not just on hospital care, but on the choices you make in your daily life.

Date & Version #	Form Changes
OHHP F681 (N 11/20)	Original
OHHP F681 (R 4/25)	Copy Changes



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HEART HOSPITAL SOUTH**
PROUDLY PHYSICIAN OWNED