



# Rancho Los Amigos National Rehabilitation Center

## ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: PATIENT RIGHTS AND RESPONSIBILITIES**

**Policy No.: B509**

**Supersedes: May 16, 2010**

**Reviewed: June 25, 2013**

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### **PURPOSE:**

To clarify Rancho Los Amigos National Rehabilitation Center's policy regarding the rights and responsibilities of patients.

### **POLICY:**

All persons seeking medical treatment from Rancho Los Amigos National Rehabilitation Center shall be treated in accordance with all applicable Federal, State, and local laws

### **RESPONSIBILITIES:**

All persons seeking medical treatment also have the responsibility to cooperate with the Medical Center staff and participate to their best ability, in their diagnostic and treatment plans.

It is the responsibility of all personnel at this Medical Center to adhere to this policy.

### **PROCEDURE:**

Patient Rights and Responsibilities and Notice of Privacy Practices will be posted in English and Spanish in or near each ambulatory care clinic and specific treatment areas within the institution. Each inpatient is given a copy of the Patient Rights and Responsibilities and Notice of Privacy Practices, in either English or Spanish. Other translations are available, when indicated.

To ensure that patients' rights are respected, all personnel will perform responsibilities as defined within their job descriptions, their professional scopes of practice, and the code of ethics for the Medical Center and their profession.

In the event that a patient files a complaint, this will not in itself serve to compromise a patient's future access to care.

**REFERENCE:** The Federal Register, Section 70707, California Administrative Code  
The Joint Commission  
DHS, Policy 361.2

Attachment I - Patient's Rights and Responsibilities

Reviewed: June 25, 2013 C Dorsey, M Custer

EFFECTIVE DATE: November 1, 1991

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

**RANCHO LOS AMIGOS NATIONAL REHABILITATION CENTER  
PATIENTS' RIGHTS AND RESPONSIBILITIES**

All patients at Rancho Los Amigos National Rehabilitation Center are protected by a set of regulations as set forth by the Health Care Financing Administration (HCFA). These rules are intended to protect your physical and emotional health and safety while a patient at Rancho Los Amigos. They are:

**RIGHTS:** Each patient has the right to be notified of his/her rights, in advance of furnishing or discontinuing care. You have the right to know the identity of the physician who has the primary responsibility for coordinating your care and the names, professional status and relationships of other practitioners who will see you.

You have the right to receive information from your physician about your illness, your course of treatment and your prospects for recovery in terms that you can understand. If you cannot communicate, then you will have access to an interpreter. When not medically advisable to give such information to the patient, the information will be made available to a legally authorized individual.

You have the right to receive as much information about any proposed treatment or procedure as may be needed to give informed consent, or to refuse any course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person or persons who will be authorized to carry them out.

You have the right, at your own expense, to consult with another specialist.

**RESPONSIBILITY:** You have the responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to your health. You have the responsibility to report unexpected changes in your condition to the responsible practitioner. You are responsible for making known whether you understand contemplated courses of action and what is expected of you.

**RIGHTS:** You have the right to participate in the development and implementation of your plan of care and you have the right to participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to refuse treatment. When the refusal prevents the provision of appropriate care in accordance with professional standards, the relationship with the patient may be terminated upon reasonable notice. You have the right to formulate advance directives and to have their practitioners who provide for your care comply with these directives. You have the right to have a family member or representative of your choice and your own physician notified of your admission to Rancho Los Amigos.

You have the right to reasonable continuity of care and to know in advance the time and location of appointments as well as the physician providing the care. You have the right to leave Rancho Los Amigos even against the advice of your physician.

You may not be transferred to another facility or organization unless given a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other

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organization. You or your delegate have the right to be informed by your physician of any continuing health care requirements following discharge from Rancho Los Amigos.

**RESPONSIBILITY:** You are responsible for your actions if treatment is refused or instructions of your practitioner are not followed.

You are responsible for following the treatment plan recommended by the practitioner who is primarily responsible for your care. This includes following instructions of allied health staff as they carry out the plan of care and implement the physician's orders, and as they enforce applicable rules and regulations. You are responsible for keeping all of your appointments. If you are unable to keep an appointment for any reason, you must notify the responsible practitioner or Rancho Los Amigos staff member.

**RIGHTS:** You have the right to be free from restraints used in the provision of acute medical and surgical care unless clinically necessary and you have the right to be free from seclusion or restraints used in behavior management unless clinically necessary.

You have the right to be free from seclusion and restraints, of any form, imposed as a means of discipline, convenience, or retaliation by staff. Seclusion is the involuntary confinement of a person in a room or an area where the person is physically prevented from leaving. The term "restraint" includes either a physical restraint or drug that is being used as a restraint. Seclusion or restraint can only be used in emergency situations if needed to ensure your physical safety and less restrictive interventions have been determined to be ineffective.

**RIGHTS:** You have the right to personal privacy, to receive care in a safe setting, and to be free from all forms of abuse and harassment.

You have the right to expect reasonable safety insofar as the Rancho Los Amigos practices and environment are concerned, and to be placed in protective privacy when considered necessary for personal safety.

You have the right to be interviewed, examined and cared for in surroundings designed to assure reasonable visual and auditory privacy.

You have the right to full consideration of privacy concerning your medical care program. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be advised as to the reason for the presence of any individual and can refuse involvement of those not directly involved in your care.

You have the right to confidential treatment of all communications and records pertaining to your stay at Rancho Los Amigos and to access information contained in the records. You must give written permission before medical records may be made available to anyone not directly concerned with your care.

**RIGHTS:** You and your family have a right to know what your responsibilities are regarding your ongoing health care needs, and to receive the knowledge and skills necessary to carry out these responsibilities.

You have the right to be advised if Rancho Los Amigos or your personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in

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research projects and educational projects. Participation by patients in clinical training programs is voluntary

**RIGHTS:** You have the right to considerate and respectful care and to receive care in an age appropriate manner.

You have the right to receive services in a manner that is free from undue influence or pressure when dealing with sensitive or controversial moral, religious or political issues such as, but not limited to, religious and political affiliation, sexual preference and abortion.

**RESPONSIBILITY:** You are responsible for being considerate of the rights of other patients and Rancho Los Amigos personnel, and for assisting in the control of noise, smoking and the number of your visitors. Patients are responsible for being respectful of the property of other persons and of Rancho Los Amigos

**RIGHTS:** You have the right to reasonable requests for service. This may include the right to request a transfer to another room if unreasonably disturbed by others.

You have a right to know which Rancho Los Amigos rules and policies apply to your conduct as a patient

**RESPONSIBILITY:** You are responsible for following Rancho Los Amigos rules and regulations affecting patient care and conduct

**RIGHTS:** You have the right to examine and receive explanation of your bills regardless of the source of payment. You have the right to timely notice prior to termination of your eligibility for reimbursement by any third-party payer for the cost of your care

You have the right to designate visitors of your choosing unless: no visitors are allowed or Rancho Los Amigos determines that a particular visitor would endanger the patient, staff, other visitors, or be disruptive to Rancho operations. If you are unable to determine who is to visit, then the most appropriate person, per Rancho Los Amigos policy, will be selected to make that determination.

**RESPONSIBILITY:** You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.

**RIGHTS:** You have the right to address grievances or complaints regarding these rights or any other policy or procedure of Rancho Los Amigos National Rehabilitation Center to the attention of the Administrator, Medical Director, Los Angeles County Department of Health Services or any other agency or governmental body having jurisdiction of this facility. You may use any representative of choice to do so. You have the right to exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, marital status or the source of payment for your care.

These rights may be applied to another who may have legal responsibility to make decisions for you regarding your medical care.