



Patient Rights and Responsibilities Policy

Patient Rights

Torrance Memorial Medical Center is committed to delivering quality healthcare to you, our patient, and to making your stay as pleasant as possible. The following section is the California Administrative Code, section 70707, Patient Rights. It is our belief that you, as a patient, have certain rights and considerations while hospitalized.

The following is a list of patient's rights to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your personal values and beliefs.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
4. Receive information about your health status, course of treatment and prospects for recovery in terms you can understand. You have the right to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
7. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.

8. Reasonable responses to any reasonable requests made for service.
9. Request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic intractable pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision-maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. Basic information may be released to the public, unless specifically prohibited in writing by you. Written permission shall be obtained before medical records are made available to anyone not directly concerned with your care, except as otherwise may be required or permitted by law.
13. Access information contained in your records within a reasonable time frame, except in certain circumstances specified by law.
14. Receive care in a safe setting, free from verbal or physical abuse or harassment. You have the right to access protective services including notifying government agencies of neglect or abuse.
15. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by the staff.
16. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
17. Be informed by the physician or a delegate of the physician of continuing health care requirements following discharge from the hospital.
18. Know which hospital rules and policies apply to your conduct while a patient.
19. Designate visitors of your choosing, if you have decision-making capability, whether or not the visitor is related by blood or marriage, unless
 - No visitors are allowed.

- The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility.
- You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and the number of visitors.

20. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.
21. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
22. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.
23. File a grievance and/or file a complaint with the state Department of Health Services and/or the hospital and be informed of the action taken.

Concerns About Patient Care

Concerns about patient care and safety should be addressed with Torrance Memorial Medical Center Administration. Patients may contact Joint Commission on Accreditation of Healthcare Organizations for unresolved concerns. For further information, visit the Joint Commission's website at www.jcaho.org.

Patient Responsibilities

Providing Information

Patients and families, as appropriate, must provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to their health. Patients and their families must report perceived risks in their care and unexpected changes in their condition. They can help the hospital understand their environment by providing feedback about service needs and expectations.

Asking Questions

Patients and families, as appropriate, must ask questions when they do not understand their care, treatment and service or what they are expected to do.

Following Instructions

Patients and their families must follow the care, treatment and service plan developed. They should express any concerns about their ability to follow the proposed care plan or course of care, treatment and services. The hospital makes every effort to adapt the plan to the specific needs and limitations of the patients. When such adaptations to the care, treatment and service plan are not recommended, patients and their families are informed of the consequences of the care, treatment and service alternatives of not following the proposed course.

Accepting Consequences

Patients and their families are responsible for the outcomes if they do not follow the care, treatment and service plan.

Following Rules and Regulations

Patients and their families must follow the hospital's rules and regulations.

Showing Respect and Consideration

Patients and their families must be considerate of the hospital's staff and property, as well as other patients and their property.

Meeting Financial Commitments

Patients and their families should promptly meet any financial obligation agreed to with the hospital.