

Patient Rights and Ethics

This education discusses ethics and patient rights and responsibilities including topics such as patient information, involvement in care, [informed consent](#) and advance directives.

Introduction

- Each patient is an individual with unique and specific health care needs.
- Considerate and respectful care is to be provided to our patients at all times.
- To enhance the delivery of care and respect the rights of our patients, patients are encouraged to participate in the development, implementation and revision of their plan of care.
- As an employee of Blessing Health System, it is important to know our patients' rights and responsibilities.
- Patients deserve care, treatment and services in a respectful and dignified manner regardless of their race, age, sexual orientation, gender expression, gender identity, disability, cultural, psychosocial, spiritual values or source of payment.
- Patients also have the right to have Advance Directives and make their own health care decisions regarding their proposed treatment plan and the care they receive.

Patient Rights

- Blessing Health System has policies and procedures to ensure all patients are informed of their rights and their responsibilities at or near the time they receive services.
- A statement of patient rights is given to all inpatients upon admission and can be found in the Patient Guide.
- Patient rights are also displayed in outpatient settings and are offered at registration
- Patients and/or their authorized representative are encouraged to talk openly with their healthcare providers.
- For more information, please refer to the Administrative Policy: “Patient Rights and Responsibilities” on PolicyStat.

Patient Rights

- Blessing Hospital reviews the Patient Rights document with patients/ designated decision maker at the time of admission. This is included in the admission packet.
- If an adult is not able to receive the information, it is given to their representative/support person/[authorized agent](#).
- The authorized agent is the person chosen by the patient to make their decisions. For healthcare, it may be the legal guardian of the patient, his/her attorney in fact under a power of attorney for Healthcare or declaration for mental health treatment decisions.
- When the patient is able, it is given directly to them.



Patient Rights to be Free from Abuse, Neglect, and Exploitation

- Patients have the right to:
 - Receive care in a safe environment and be protected from abuse, neglect and harassment.
 - Have abuse, neglect or harassment investigated.
 - Be treated in a respectful and dignified manner regardless of their race, age, sexual orientation, gender expression, gender identity, disability, cultural, psychosocial or spiritual values.
 - Access [protective](#) and [advocacy services](#).
 - Advocacy Services are agencies or groups of people organized around specific populations or diseases that provide assistance, support and resources
 - Protective Services are agencies funded by public funds to investigate and look after vulnerable populations.
 - Be free from any form of restraints and seclusion that are NOT medically necessary or needed to prevent harm to self or to others.
 - Restraints and seclusion are not to be used as a means of coercion, discipline, convenience or retaliation.

Patient Rights to Pain Management



- Patients have the right to a appropriate assessment and management of pain.
 - Blessing Hospital provides language access services that enable patients with limited English proficiency (LEP), impaired hearing or other sensory impairments to participate actively in care, from admission through discharge, by the provision of language services, which allow successful exchange of information between patients and healthcare providers.
- Patients are assessed, provided interventions and re-assessed to ensure the interventions were effective.
- Education regarding pain management is provided to patients, family and staff members.

Additional Patient Rights

Filming

- Consent is required prior to [filming or recording](#) patients for purposes other than identification, diagnosis or treatment.
- Filming and Recording refers to photographic, video, electronic or audio media.
- This would include any pictures taken by visitors and “selfies.”
 - Avoid having unintended pictures taken of our patients.



Additional Patient Rights

Complaint Resolution

- **Patients have the right to voice concerns regarding the care received and to have their complaints promptly reviewed and resolved when possible.**
- **How do we do this at Blessing Hospital?**
 - Direct caregiver resolves right away whether physician, nurse, etc.
 - Leader rounding
 - Director follow-up to a report from a staff member/patient/family member regarding complaint
 - If the director is unable to resolve, Risk Management is available as a resource
 - Any written complaint is followed up in writing within a specific period according to the Complaint and Grievance Management Policy

Additional Patient Rights

Complaint Resolution

- Patients are informed of the grievance process and of their right to file a complaint with the state or regulatory agency at the time of Hospice admission
- Assure patients that voicing their complaint will not adversely affect their care.
- Our patients receive information regarding steps to take to resolve their complaint.

Ethical Issues

- Blessing Hospital and Illini Community Hospital have policies and procedures in place that provide a mechanism for patients/representatives/families or staff to raise ethical concerns some limited examples are below:
 - Reasonable access to care
 - Care that respects the patient's personal values and beliefs
 - Consent/decisions involving resolution conflict, withholding of resuscitative services, foregoing or withdrawal of life-sustaining treatment and participation in investigational studies and/or clinical trials
 - Designation of a representative decision-maker

Ethical Issues

- Blessing Hospital has an Ethics Committee which is an Administrative Committee that serves as an advisory body to the Hospital's administrative and medical staff on matters related to the provision of patient care at Blessing Hospital and within the community.
 - This committee engages in clinical case consultation, staff and community education, and policy development and review.
 - An ethics consultation is intended as a resource when patients, family members or healthcare professionals feel that they have reached the limits of their own personal or professional ability to address ethical questions.
- What should I do if I identify an ethical issue?
 - You should contact the Hospice Director or a member of the Hospice team.

Summary

- Be knowledgeable about patient rights.
- Assure that patient rights are followed.
- Report concerns to a member of the Hospice team.

