

Norton Healthcare Patient Rights and Responsibilities

PATIENT RIGHTS

Norton Healthcare supports the rights of each patient and is committed to protecting those rights while providing care, treatment and services. To this end, Norton Healthcare recognizes and affirms that all patients are entitled to the following rights:

1. To reasonable and impartial access to treatment that is medically indicated, regardless of race, ethnicity, culture, color, creed, religion, sex, sexual orientation, gender identity or expression, age, national origin, language, handicap, physical or mental disability, socioeconomic status or sources of payment.
2. To considerate, respectful care at all times with recognition of personal dignity and respect to personal values and beliefs. The patient's cultural, psychosocial, spiritual values, beliefs and preferences are served to the fullest extent possible.
3. To be informed of their health status.
4. To be involved in the decision-making process regarding medical care and treatment, including care planning, formulating advance directives, and designating a representative to make health care decisions on the patient's behalf if the patient is unable to do so. Care is provided regardless of whether the patient has executed an advance directive, but if the patient has an advance directive, it is made a part of the medical record, and health care professionals comply with its terms to the extent permitted by law. Complaints involving advance directives in Kentucky are filed with Kentucky's Office of Inspector General at **(502) 595-4079** and in Indiana, with the Indiana Department of Health at **(800) 246-8909**. Norton Healthcare maintains a detailed policy on advance directives consistent with this provision.
5. To personal privacy, dignity, safety and confidentiality of information within the law, including, without limitation, as follows:
 - a. Wearing of appropriate personal clothing and religious or other symbolic items, so long as such items do not interfere with diagnostic procedures or treatment.
 - b. To be free from medically unnecessary restraints.
 - c. To be free from abuse and harassment.
 - d. Examination and treatment in surroundings with reasonable visual and auditory privacy.
 - e. Utilization of privacy curtains and doors by clinical staff.
 - f. Discreet discussion and/or consultation involving the patient's care.
 - g. Access to the patient's medical record upon request and within a reasonable timeframe, pursuant to Norton Healthcare's policy.
 - h. Access to the patient's medical record and information only by those health care professionals directly involved in the patient's care or who are monitoring the quality of the patient's care, or by individuals authorized by law.
 - i. Opportunity to request a transfer to a different patient room if another patient or visitor is unreasonably disturbing the patient and if another room is available that is equally suitable for the patient's care needs.
 - j. Access to pastoral care and other spiritual services.
6. To expect continuous evaluation and review of medical services rendered to optimize competency and quality of care.
7. To receive information in a manner that the patient understands, which includes the right to an interpreter and/or translation services if the patient does not speak or understand the predominant language of the community. The needs of patients with vision, speech, hearing, language or cognitive impairments are addressed. Telephone and mail services are provided as appropriate to the setting and the patient population.
8. To obtain from the physician, in terms the patient can reasonably be expected to understand, complete and current information concerning diagnosis, risks and benefits of treatment, side effects including potential problems related to recuperation, and any known prognosis. Based upon this information, the patient has the right to participate in decisions regarding the patient's medical care and treatment, including pain management. Norton Healthcare maintains a detailed policy on informed consent consistent with this provision.
9. To not be subjected to any procedure without informed consent or the consent of the legally authorized representative, except in emergencies. Where medically significant alternatives for care or treatment exist, the patient is so informed.
10. To know who is responsible for their care, treatment, and services, including the name of the physician or other providers involved, and that information is furnished as soon as practicable upon the patient's request and/or upon the caregivers' introduction to the patient.
11. To be advised if Norton Healthcare proposes to engage in or perform human experimentation or other research/ educational projects affecting care or treatment and the right to refuse to participate in any such activity.
12. To request appropriate and medically necessary treatment.
13. To consult with another physician at the patient's own request and expense.
14. To refuse care, treatment and services, including life-prolonging treatment, to the extent permitted by law and to be informed of significant medical consequences of this refusal. Norton Healthcare maintains a detailed policy on refusal to consent to medical treatment consistent with this provision. When the patient lacks decisional capacity, the surrogate decision maker has the right to refuse care on the patient's behalf.
15. To receive a complete explanation of the need for transfer to another facility, including the risks and benefits of such transfer, and any alternative(s) to such a transfer.
16. To be informed of any continuing health care requirements following discharge from the hospital and to be involved in planning for those care needs.
17. To request and receive an itemized explanation of the total bill for services, regardless of the source of payment. Itemized statements may be requested through Customer Service after a patient is discharged.
18. To participate in the consideration of any ethical issues or dilemmas that may arise in the provision of care, including access to the appropriate ethics committee of the facility.

19. To timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of care.
 20. To a safe and secure environment safeguarded by clinical personnel and security staff, as well as access to protective and advocacy services if needed.
 21. To appropriate assessment and management of pain.
 22. To present complaints and grievances, to be informed of the mechanism to do so, to expect that corrective action is taken when indicated, and to receive a response addressing the complaint. Presentation of a complaint in no way compromises the patient's future access to care. Patients may submit feedback online at **NortonHealthcare.com**, or they may call or write to the hospital or office in question. Currently hospitalized patients may ask to speak with a leader. In Kentucky, patients may contact the Office of Inspector General, Northern Branch, at L&N Building 10-W, 908 W. Broadway, Louisville, KY 40203, or via phone at **(502) 595-4958**. For concerns regarding patient abuse, neglect or misappropriation of property, patients may contact the Kentucky Cabinet for Health Services at **(800) 372-2973** or **(800) 627-4702** (TTY). In Indiana, patients may contact the Indiana Department of Health, Consumer Services & Health Care Regulation, at 2 N. Meridian St. 4B, Indianapolis, IN 46204, or via phone at **(800) 246-8909**. Hospital patients may submit complaints to DNV Healthcare, the organization that accredits Norton Healthcare's hospitals. Methods of contacting DNV include: (1) via email to **HospitalComplaint@dnv.com**; (2) via phone at **(866) 496-9647**; (3) via fax to **(281) 870-4818**; (4) via web at **DNVHealthcarePortal.com/Patient-Complaint-Report**; or (5) via mail to DNV Healthcare USA, Attn: Hospital Complaints, 4435 Aicholtz Road, Suite 900, Cincinnati, OH 45245. Norton Healthcare maintains a detailed policy on patient grievances consistent with this provision.
 23. To be informed of policies implementing these rights and the right of a legally authorized representative to exercise these rights if the patient loses decisional capacity, becomes medically incapable of understanding proposed treatment or procedures, is unable to communicate their wishes regarding treatment, or is a minor. If the patient has designated an authorized individual, or if a person willing and able under applicable state law is available to make treatment decisions, relevant information is made available to this representative so that an informed decision can be made on the patient's behalf. However, when the patient is able to understand their rights and make health care decisions, this information is provided to the patient.
 24. To request that an identified family member and/or the patient's personal physician be promptly notified of the patient's admission to the hospital.
 25. To the presence of a support individual of the patient's choice for emotional and/or spiritual support, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. This includes, but is not limited to, times when the patient is undergoing care interventions, when there may be infection control issues, or when visitors may interfere with the care of the patient or other patients.
 26. To receive visitors during hospitalization, and to withdraw or deny consent to visitors at any time. Visitation privileges are not based upon race, ethnicity, culture, color, creed, religion, sex, sexual orientation, gender identity or expression, age, national origin, language, handicap, physical or mental disability or socioeconomic status. However, Norton Healthcare reserves the right to restrict or limit visitors for infection control and/or safety reasons.
 3. To keep your scheduled appointments and to notify your provider or facility if you are unable to keep your appointment.
 4. To be respectful of all individuals providing your care, as well as to the people delivering your food, the cleaning crews and anyone else who is assisting with your care, such as social workers, chaplains or others.
 5. To be considerate in your language, behavior and conduct toward other people, such as other patients and their visitors, including being mindful of noise levels, privacy and the number of visitors you may have.
 6. To be respectful of all Norton Healthcare property.
 7. To comply with Norton Healthcare's Tobacco-free Environment policy, which prohibits smoking and vaping on all Norton Healthcare properties.
 8. To provide Norton Healthcare with a copy of any advance directive, living will or health care power of attorney document that may assist with identifying a surrogate decision-maker if you are unable to make health care decisions for yourself.
 9. To ask questions if there is anything you do not understand about your plan of care or any recommended treatments or procedures, including possible risks of refusing a test or procedure.
 10. To report unexpected changes in your health and to report any perceived risks in your care.
 11. To follow all hospital or office rules.
 12. To comply with your health care provider's instructions, and to take responsibility for the consequences of refusing care or not following your health care provider's instructions.
 13. To refrain from using illicit drugs, alcoholic beverages or other substances without approval from your provider. Norton Healthcare reserves the right to search patient rooms and belongings if illegal activity is suspected.
 14. To leave your valuables at home, if possible, or to ask Norton Healthcare security to store your valuables during your inpatient stay. Norton Healthcare is not responsible for the loss or theft of personal belongings.
 15. To keep private all personal information you may see or hear about providers, staff members or other patients while visiting any Norton Healthcare facility.
 16. To refrain from taking pictures, videos or other recordings and/or livestreaming without permission from your health care providers, hospital staff, or other patients or visitors.
 17. To promptly pay your bills or work with Norton Healthcare to find funding to meet your financial obligations.
 18. To cooperate with Norton Healthcare to find suitable posthospital placement and/or home health care, if recommended by your providers, understanding that Norton Healthcare is not responsible for the cost of any medical care, equipment or supplies provided to you following discharge from the hospital.
- If you fail to comply with any of these responsibilities, staff members may consult Norton Healthcare's Disruptive Patients and Visitors policy to determine next steps, up to and including potential dismissal from any and/or all Norton Healthcare facilities.

Patient rights and responsibilities information is available to each patient or patient's legally authorized representative.

PATIENT RESPONSIBILITIES

While receiving medical care and treatment from any Norton Healthcare facility or provider, the patient has the following responsibilities:

1. To provide accurate and complete information regarding your health, including your present symptoms or complaints, any unexpected changes in your condition, any past illnesses/surgeries/hospitalizations, any current and past medications, any known allergies, and any other health-related matters.
2. To provide accurate and complete information regarding your address, telephone number, date of birth, insurance carrier and employer.

