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The patient has the right to

1. A safe environment.
2. Be treated with respect and consideration by competent staff in a manner that supports his/her dignity.
3. To have your cultural and personal values, beliefs, and preferences respected.
4. Accommodate your right to religious and other spiritual services.
5. Have a support person or family member be present during your hospitalization for emotional support.
6. To receive and/or deny the visitors of your choice.
7. Treatment without discrimination regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, or inability to pay for services.
8. To receive information in a manner that you can understand.
9. The right to give or withhold informed consent.
10. Obtain from his/her doctor complete current information about their diagnosis and possible outcome. When it is not medically advisable to give such information, the information will be made available to an appropriate person in the patient's behalf.
11. Make informed decisions regarding his/her care.
12. Be informed of the outcome of his/her care.
13. Refuse any procedure, treatment, or drugs offered by the hospital to the extent permitted by law. Additionally, the patient has the right to leave the hospital, against his/her doctor's advice, to the extent permitted by law. If the patient leaves the hospital against medical advice, the hospital will not be responsible for any harm that this action might cause.
14. Privacy, whenever possible.
15. Confidentiality of all medical records/information. Right to receive Notice of Information Privacy Practices.

16. Obtain information as to any relationship of the hospital to other health care and educational institutions as far as his/her care is concerned.
17. Refuse after being given information, to participate in the education of doctors, nurses, and other health care professionals or to participate in experimental treatment.
18. Receive a detailed explanation of the bill, along with information about any available financial resources.
19. Hospital rules and regulations that apply to his/her conduct as a patient.
20. A reasonable response to his/her request for services and to avoid personal discomfort.
21. Information about pain and pain relief measures.
22. A concerned staff committed to pain prevention and management.
23. Health professionals who respond quickly to reports of pain.
24. Health professionals who believe your reports of pain.
25. Pain management with the use of interventions.
26. A thorough explanation upon discharge of the patient's continuing medical requirements.
27. Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
28. In the event of an emergency in any Physician Clinic, CPR will be initiated if advance directive is unknown. Off campus clinics will call 911 and on campus clinics will follow the code blue policy.
29. Appoint a surrogate to make health care decisions on his/her behalf to the extent permitted by law.
30. Be free from restraints or seclusion that are not medically necessary or are used as coercion, discipline or convenience.
31. Participate in the development and implementation of his or her plan of care/discharge plan.
32. Have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
33. Be free from all forms of abuse or harassment.

34. Access information contained in his or her clinical records within a reasonable time frame.
35. File a grievance if not satisfied with care and treatment received.
36. Patient/family/physician may request a discharge planning evaluation. (42 CFR 482.43(a) Tag A-0800).

**Responsibilities as a patient:**

The patient has the responsibility to

1. Provide accurate information about past illnesses, hospitalizations, medications, etc., related to medical history.
2. Ask questions or acknowledging when he/she does not understand the treatment course or care decision.
3. Following instructions, policies, rules, and regulations in place to support quality of care for patients and a safe environment for all individuals in the hospital.
4. Supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and physicians.
5. Ask his/her doctor or nurse what to expect regarding pain and pain management.
6. Discuss pain relief options with his/her doctor and nurse.
7. Work with his/her doctor and nurse to develop a pain management plan.
8. Ask for pain relief when pain first begins.
9. Help his/her doctor and nurse to assess his/her pain.
10. Tell his/her doctor or nurse if his/her pain is not relieved.
11. Tell his/her doctor or nurse about any worries he/she may have about taking pain medication.
12. Follow health care instructions during his/her hospital stay, at discharge and to ask questions if directions are not understood.
13. Be considerate of other patients and staff regarding the control of noise, number of visitors and care of hospital property.
14. Keep appointments or to telephone the hospital when he/she cannot keep a scheduled appointment.

15. Meeting financial commitments for care received.
16. Inform the hospital administration as soon as possible of any safety concerns or if he/she believes his/her rights have been or may be violated. This may be done by calling Case Management/Patient Representative at ext. 3773 or (304) 637-3773. After regular business hours contact administrator on call.
17. Concerns and grievances regarding patient rights may also be forwarded to the following:

The Joint Commission

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Fax: Office of Quality Monitoring at 1-630-792-5636

Phone: 1-800-994-6610

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Boulevard

Oakbrook Terrace, Illinois 60181

WV Department of Health and Human Resources

Mail: 408 Leon Sullivan Way

Charleston, West Virginia 25301

Phone: 1-304-558-0050