

MUSC Medical Center Patient Rights and Responsibilities

Purpose

To acknowledge patients' rights and responsibilities and the Medical Center's responsibility to respond to each patient with personal dignity and respect in a smoke free environment.

Policy

All patients have the right to considerate, respectful care at all times and under all circumstances, with recognition of their personal dignity and autonomy. The Medical University of South Carolina Medical Center will develop, implement, and adhere to policies intended to assure practices that will respect the rights of all patients regardless of race, creed, sex, national origin, religion, age, disability, diagnosis, or sources of payment for care.

Patient Rights

- A. **Access to Treatment** - Within the capacity and scope of its mission and services, the Medical University of South Carolina Medical Center respects and supports the patient's right to impartial access to treatment and services that are consistent with relevant laws and regulations and medically indicated, regardless of race, creed, sex, national origin, religion, age, disability, diagnosis or sources of payment for care.
- B. **Patient Rights Information** - Information about the Medical Center's Patient Rights and Responsibilities Policy and related services is presented to each patient or patient surrogate at the time of admission.
- C. **Personal Privacy** - The right of the patient to personal, visual, and auditory privacy will be honored to the extent reasonable.
- D. **Identity** - The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.
- E. **Confidentiality** - The right of the patient to confidentiality will be honored, within the limits of the law. This includes the patient's location, identity, and medical record and applies to the sharing of information within the Medical Center with outside sources.
- F. **Psychosocial, Cultural and Spiritual Values** - The patient has a right to express spiritual and cultural beliefs provided they do not interfere with others or hospital operations. These psychological, cultural and spiritual values will be considered in the care of the patient. Chaplaincy Services are available 24/7. You can ask staff to contact a chaplain or request clergy to visit (call office at 843-792-9464 or page through operator by calling 843-792-2123).
- G. **Pain Management** - The patient has a right to have his/her pain assessed and managed appropriately.
- H. **Dying with Dignity** - The care and dignity of the dying patient will be honored through effective pain management, consultations with the patient and the patient's family, and the acknowledgement of psychosocial and spiritual concerns of the patient and his/her family.
- I. **Self-Determination** - The patient has a right to make decisions concerning his/her care, including advance directives and the refusal of care. Should the patient be unable to make these decisions, the patient may appoint a surrogate to act on his/her behalf.
- J. **Concerns, Complaints or Grievances** Regarding Services, Patient Safety, or Quality of Care - Patients, their family members/legal representatives, and the general public have a right to register a complaint or grievance regarding services, patient safety, or the quality of care received. Individuals are encouraged to contact the hospital directly through the MUSC Patient and Family Liaison Program at 843-792-5555 prior to contacting outside agencies. Contact information for these agencies is listed below:
 - S.C. Dept. of Health and Environmental Control Complaint Hot Line 803-545-4370
 - Joint Commission on Accreditation of Healthcare Organizations - 1-800-994-6610
 - Carolina Medical Review (Medicaid and Medicare only) 1-800-922-3089.

- K. **Ethical Consideration** - Conflicts of values, principles or interest in the clinical setting will be resolved through the collaboration of the professional staff and the patient, and when appropriate, the patient's family or other representative. The Ethics Consult Service of the MUSC Ethics Committee will provide assistance when necessary.
- L. **Investigational Studies** - The patient has the right to refuse to participate in any research activity or to withdraw at any time. This decision does not affect the provision of health care to the patient.
- M. **Safety/Security** - The patient has a right to be protected from the risks of the hospital environment. The Medical Center's Patient Safety Committee, Safety Committee, Infection Control Committee, and Risk Management Program will seek to eliminate risks to the patient.
- N. **Communication** - The patient has the right to communicate with others outside the hospital. If the patient is hearing impaired or does not speak and understand the English language, interpreters and/or text telephones will be provided.
- O. **Access to Information** - The patient has the right to access complete and current information regarding his/her diagnosis, treatment, any known prognosis, outcomes of care including unanticipated outcomes of care.
- P. **Consultation** - The patient has the right to request consultation with a specialist. This may be arranged through referral by the patient's attending physician.
- Q. **Access to Protective Services** - The patient has a right to access protective services, information and assistance.
- R. **Refusal of Care** - Patients or their surrogates have the right to refuse care, treatment or services according to the laws of South Carolina.
- S. **Recording or Filming** - Patients have the right to refuse the recording or filming of care and the right to request that filming or recording stop any time during the filming or recording process even if consent was given by the patient.
- T. **Freedom from Abuse** - Patients have a right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation from staff, visitors, students, volunteers, other patients, or family members.
- U. **Research subjects** - Patients participating in research, investigation and clinical trials have the right to adequate information to make an informed consent regarding the research and the right to refuse to participate without compromising their access to care and treatment.
- V. **Disclosures** - The patient has the right to access, request amendments to, and receive an accounting of all disclosures regarding his/her health information as permitted by law.

Patient Responsibilities

- A. **Provision of Information** - The patient has the responsibility to provide, to the best of his/her knowledge, accurate and complete information on all matters relating to his/her health.
- B. **Asking Questions** - Patients are responsible for asking questions when they do not understand what they have been told about their care or what they are expected to do.
- C. **Following Instructions** - The patient is responsible for following the treatment plan mutually agreed upon by the patient, the physicians, and other clinicians involved in the patient's care. The patient has the responsibility to express any concerns they have in their ability to follow or comply with the proposed care or treatment.
- D. **Refusal of Treatment/Accepting Consequences** - The patient is responsible for his/her actions and the outcomes of those actions if he/she refuses treatment or does not follow the agreed upon treatment plan.
- E. **Medical Center Charges** - The patient is responsible for assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
- F. **Medical Center Rules and Regulations** - The patient is responsible for following Medical Center rules and regulations affecting patient care and conduct.
- G. **Respect and Consideration** - The patient is responsible for being respectful of the property and privacy of others and of the Medical Center and its employees and shall conduct himself/herself accordingly.