

# Norton Healthcare Patient Bill of Rights

Norton Healthcare supports the rights of each patient and is committed to ensuring the protection of those rights in its provision of care, treatment and services. In the event that a surrogate decision-maker has been designated, according to advance directives and/or other designations, the patient's representative is afforded these rights on behalf of the patient. Norton Healthcare recognizes and affirms the following patient rights:

1. The patient has the right 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. The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of personal dignity and respect to personal values and beliefs. The patient's cultural, psychosocial and spiritual values, beliefs and preferences shall be served to the fullest extent possible.
3. The patient has the right to be informed of their health status.
4. The patient has the right to be involved in the decision-making process regarding the patient's medical care and treatment, including care planning and the right to formulate advance directives and designate a representative to make health care decisions on the patient's behalf in the event the patient is unable to do so. The patient shall receive care regardless of whether the patient has executed an advance directive. The patient shall have their advance directive made a part of their medical record. The patient shall have the terms of their advance directive(s) complied with by health care professionals to the extent permitted by law. Any complaint involving advance directives shall be filed with Kentucky's Office of the Inspector General at **(502) 595-4079**. The hospital also maintains a detailed policy on advance directives that is consistent with this provision.
5. The patient has the right, within the law, to personal privacy, dignity, safety and confidentiality of information, including, without limitation, as follows:
  - Wearing of appropriate personal clothing and religious or other symbolic items provided such items do not interfere with diagnostic procedures or treatment.
  - To be free from medically unnecessary restraints.
  - To be free from abuse and harassment.
  - Examination and treatment in surroundings with reasonable visual and auditory privacy.
  - Utilization of privacy curtains and doors by clinical staff.
  - Discussion and/or consultation involving the patient's case to be conducted discreetly.
  - Access to the patient's medical record by the patient and individuals designated by the patient upon request and within a reasonable time frame, pursuant to hospital policy.
- 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.
- Opportunity to request a transfer to a different patient room if another patient or visitor is unreasonably disturbing the patient and another room is available that is equally suitable for the patient's care needs.
- Access to pastoral and other spiritual services.
6. The patient has the right to know the identity and professional status of any individual providing service to him/her and to know which physician is primarily responsible for their care, including the professional relationship among caregivers and their relation to other health care and/or educational institutions.
7. The patient has the right to expect that medical services rendered will be continuously evaluated and reviewed to optimize competency and quality of care.
8. The patient has a right to receive information in a manner that they understand. The patient has the right of access to an interpreter, including translation services if they do 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.
9. The patient has the right to obtain from their 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. The hospital also maintains a detailed policy on informed consent that is consistent with this provision.
10. The patient should not be subjected to any procedure without informed consent or the consent of the legally authorized representative, except in emergency situations. Where medically significant alternatives for care or treatment exist, the patient shall be so informed.
11. The patient has the right to know who is responsible for their care, treatment and services. The information provided gives the name of the physician or other practitioner who will perform the care, treatment or services. This information is provided as soon as practicable upon the patient's request and/or upon the caregivers' introduction to the patient.
12. The patient has the right to be advised if the hospital proposes to engage in or perform human experimentation or other research/educational projects affecting care or treatment. The patient has the right to refuse to participate in any such activity.

13. The patient has the right to request treatment that is determined to be appropriate and medically necessary.
14. The patient has the right, at the patient's own request and expense, to consult with another physician.
15. The patient has the right 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 action. The hospital also maintains a detailed policy on refusal to consent to medical treatment that is consistent with this provision. When the patient is not legally responsible, the surrogate decision-maker, as allowed by law, has the right to refuse care, treatment and services on the patient's behalf.
16. The patient has the right to receive a complete explanation of the need for a transfer and the risks and benefits of transfer to any other facility, and of the alternative to such a transfer.
17. The patient has the right to be informed, by the physician, of any continuing health care requirements following discharge from the hospital and to be involved in planning for those care needs.
18. The patient has the right 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.
19. The patient has the right 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.
20. The patient has the right to timely notice prior to termination of eligibility for reimbursement by any third-party payer for the cost of care.
21. The patient is entitled to a safe and secure environment safeguarded by clinical personnel and security staff, as well as access to protective and advocacy services, if needed.
22. The patient has the right to appropriate assessment and management of pain.
23. The patient has the right to present complaints and grievances and to be informed of the mechanism to do so. If the patient is currently at a Norton Healthcare hospital, the patient or their representative should ask to speak with a leader. The patient or their representative may also submit feedback online at [NortonHealthcare.com](http://NortonHealthcare.com), write a letter addressed to the hospital or call the hospital. The patient or representative may contact the state agency regardless of whether they have used the grievance process: Office of the Inspector General, Northern Branch; L&N Building, 10-W; 908 W. Broadway; Louisville, KY 40203; **(502) 595-4958**. The patient has the right to expect that corrective action is taken when indicated and to receive a response from the hospital that addresses the complaint. Presentation of a complaint will in no way compromise the patient's future access to care. The patient also has a right to file a complaint with the Kentucky Cabinet for Health and Family Services at **(800) 372-2973** or **(800) 627-4702** (TTY) if concerned about patient abuse, neglect or misappropriation of property while in the hospital. The hospital also maintains a detailed policy on patient grievances that is consistent with this provision. The patient also has the right to submit a complaint to DNV Healthcare, the organization that accredits Norton Healthcare's hospitals. DNV provides five channels for submitting a hospital complaint:  
 Website: [DNVHealthcarePortal.com/Patient-Complaint-Report](http://DNVHealthcarePortal.com/Patient-Complaint-Report)  
 Email: [HospitalComplaint@dnv.com](mailto:HospitalComplaint@dnv.com)  
 Phone: **(866) 496-9647** • Fax: **(281) 870-4818**  
 Mail: DNV Healthcare USA Inc.  
 Attn: Hospital Complaints  
 4435 Aicholtz Road, Suite 900  
 Cincinnati, OH 45245
24. The patient has the right to be informed of hospital policies implementing these rights and the right of a legally authorized representative to exercise these rights if the patient becomes legally incompetent, medically incapable of understanding proposed treatment or procedures, unable to communicate their wishes regarding treatment, or is a minor. If an authorized individual has been selected by the patient or if a person willing and able under applicable state law is available to make treatment decisions, relevant information should be made available to this representative so that an informed decision can be made on behalf of the patient. However, as soon as the patient is able to be informed of their rights and make health care decisions, this information is provided to the patient.
25. The patient has the right 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.
26. The patient has the right to the presence of a support individual of the patient's choice for emotional support during the course of stay, 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 other patients.
27. The patient has the right to receive visitors during hospitalization. Visitors may include, but are not limited to, spouses, domestic partners, family members and friends. The patient may withdraw or deny consent to visitors at any time. Support persons and other visitors designated by the patient do not need to be legally related to the patient. Visitation privileges for such visitors shall be no more restrictive than privileges allowed for immediate family members. Visitation privileges shall not be 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.
28. The patient has the following responsibilities:
  - To provide, to the best of their knowledge, complete information about present complaints, unexpected changes in condition, past illnesses, hospitalizations, medications and other health-related matters.
  - To report perceived risks in their care and unexpected changes in their condition.
  - For assuring the physician that the patient understands the recommended treatment plan and what is expected of them, and that the patient will follow that treatment plan; and to express any concerns about their ability to do so.
  - To ask questions when the patient does not understand what they have been told or are expected to do.
  - For outcomes if the patient refuses treatment or does not follow the physician's instruction or treatment plan.
  - For following hospital rules and regulations affecting care and conduct.
  - For being considerate of the rights and property of other patients, the hospital and hospital personnel.
  - For ensuring that the financial obligations of the care are fulfilled as promptly as possible.

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

