

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION I:	PATIENT FOCUSED FUNCTIONS
CHAPTER 1:	Ethics, Rights and Responsibilities
PROCEDURE 1.1:	Ethics, Rights and Responsibilities
REVISED:	02/19/04; 01/23/07; 01/20/10 06/10/13; 08/14; 02/18
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PURPOSE:

To ensure that staff are informed of patient rights and patient responsibilities. Staff protects patient rights and educates the patients on their responsibilities as patients receive treatment at Connecticut Valley Hospital (CVH). CVH has a designated Client's Rights Officer (CRO) to educate patients and staff on patient rights issues and patient responsibilities while preserving the patient's dignity, autonomy, positive self regard, and involvement in his/her own care.

PROCEDURE:

1. All staff attends new employee orientation on Patient Rights and Responsibilities.
2. All staff has access to the Director of Patient Rights, the CRO or an Advocate for consultation.
3. All staff review and implement all Hospital policies regarding patient rights.
4. Staff ensures that each patient has access to a copy of the Patient Rights, Patient Responsibilities and the Patient Rights Information Handbook, upon admission to the hospital. Both documents are available in English and Spanish (see Patient Responsibilities attached).
5. Staff ensures that each patient is oriented to the Unit. This orientation includes information about reporting incidents including allegations of abuse, neglect or exploitation.
6. Upon admission patients are given the opportunity to provide authorization and release of information to send family members or others a copy of the informational brochure on "Do You Have a Concern or Complaint?" providing information on how to exercise patient rights and how to report concerns. All conservators are sent this information.
7. Staff provides the information in a language or alternate means of communication that the patient can understand.
8. Staff ensures that the Patient Rights and Patient Responsibilities Statements are posted on each unit in both English and Spanish.

9. In order to ensure that the patient rights are protected and that the patient is informed of his/her responsibilities, staff are required to:
 - a. to treat each patient with dignity, privacy, and respect;
 - b. to explain all aspects of care to each patient so they may make informed decisions;
 - c. give patients the opportunity to participate in their own care; and
 - d. report all incidents of patient rights violations.
10. Staff ensures that patients are educated about the mechanisms to address dissatisfactions both internally and through other advocacy services, such as Connecticut Legal Rights Project (CLRP) and the Office of Protection and Advocacy. (See [*Operational Procedure 1.9 Patient Grievance*](#))

When a patient is unable to participate in treatment decisions because of mental or physical incapacities, the hospital petitions the Probate Court for assignment of conservators to serve as decision maker on behalf of the patient.

Las responsabilidades del paciente

Para asegurarnos de que usted esté recibiendo los mejores cuidados posibles mientras está en el Hospital Connecticut Valley, nosotros necesitaremos su ayuda. Usted es un miembro muy importante de nuestro equipo de tratamiento. Al asumir las siguientes responsabilidades usted contribuirá en una forma positiva en sus cuidados y seguridad.

Respetar los derechos de los demás

Respetaré los derechos, la privacidad, las pertenencias personales, el espacio personal y los derechos civiles básicos de los demás.

Comunicar efectivamente

Proveeré, de la mejor forma posible, información completa acerca de mi condición, mis deseos, metas y sueños. Les diré a los empleados mis preocupaciones, incluyendo los síntomas que me perturban. Le informaré a mi equipo de tratamiento de mis enfermedades pasadas, hospitalizaciones, medicamentos y otros problemas relacionados con mi salud. Reportaré cualquier cambio en mi condición. Si no entiendo mi diagnóstico, mi tratamiento o lo que esperan de mí, pediré al personal del hospital que me lo explique.

Seguridad

Me identificaré a otros. Si el medicamento que me ofrecen es diferente a lo que estoy supuesto a recibir o si no estoy seguro de por qué quieren hacer cualquier análisis, haré preguntas. Si creo que un error se ha hecho en mis cuidados médicos, informaré a la enfermera y/o al doctor. Si veo una situación peligrosa, por ejemplo un piso mojado el cual puede causar que alguien resbale y se haga daño, se lo informaré a un empleado.

Seguir las reglas y regulaciones

Seguiré las reglas y regulaciones concernientes al cuidado y conducta para proveer un ambiente seguro para mí y para los demás.

Aceptar resultados y consecuencias

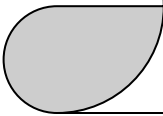
Participaré activamente en planear mis cuidados. Consideraré cuidadosamente las recomendaciones concerniente a mi plan de tratamiento, hablaré de mis preocupaciones y tomaré responsabilidades para seguir el plan. Tomaré responsabilidad por el resultado si no sigo el plan de tratamiento.

Manejo del dolor

Le preguntaré a mi doctor o enfermera que puedo esperar con relación al dolor y al manejo del dolor. Le diré a mi doctor o enfermera si tengo dolor y les hablaré de mis preocupaciones de como aliviarlo.

Aceptando responsabilidad financiera

Tomaré responsabilidad financiera por mi tratamiento en el hospital Whiting Forensic.



PATIENT RESPONSIBILITIES

In order to ensure that you receive the best care possible while you are a patient at Connecticut Valley Hospital (CVH) we need your help. You are an important member of our health care team, and by assuming the following responsibilities you can contribute to your care and safety in a positive way.

Respecting the Rights of Others

I will respect the rights, privacy, personal property, personal space and basic civil rights of others.

Communicating Effectively

I will provide, to the best of my ability, accurate and complete information about my condition, wishes, goals and dreams. I will make staff aware of my concerns, including symptoms that are disturbing. I will let staff know of past illnesses, hospitalizations, medications and other matters relating to my health and I will report any changes in my condition. I will ask questions if I do not understand my diagnosis, recommended course of treatment or what is expected of me.

Safety

I will clearly identify myself to others. I will ask questions if a medication is different than what I think I should be getting or if I am uncertain as to why a medical test is being done. If I believe an error is being made in my medical care, I will inform the nurse and/or physician. If I see an unsafe situation, such as a spill that could cause someone to fall, I will inform staff.

Following Rules & Regulations

I will follow the rules and regulations concerning care and conduct to provide a safe environment for myself and others.

Accepting Outcomes and Results

I will actively participate in the planning of my care. I will carefully consider recommendations made regarding my treatment plan, voice my concerns and take responsibility for following the agreed upon plan. I will take responsibility for the outcome if I do not follow my treatment plan.

Pain Management

I will ask my doctor or nurse what to expect regarding pain and pain management. I will tell my doctor or nurse if I am having pain and discuss concerns about pain relief with them.

Meeting Financial Commitments

I will take responsibility for my financial obligations for treatment at CVH.

