

THE VALLEY HOSPITAL AND ALL OF ITS OFF-SITE LOCATIONS

Ambulatory Patient Bill of Rights

EACH PATIENT RECEIVING SERVICES IN AN AMBULATORY CARE FACILITY SHALL HAVE THE FOLLOWING RIGHTS:

- To be informed of these rights, as evidenced by the patient's written acknowledgement, or by documentation by staff in the medical record, that the patient was offered a written copy of these rights and given a written or verbal explanation of these rights, in terms the patient could understand. The facility shall have a means to notify patients of any rules and regulations it has adopted governing patient conduct in the facility.
- To be informed of services available in the facility, of the names and professional status of the personnel providing and/or responsible for the patient's care, and of fees and related charges, including the payment, fee, deposit, and refund policy of the facility and any charges for services not covered by sources of third-party payment or not covered by the facility's basic rate.
- To be informed if the facility has authorized other healthcare and educational institutions to participate in the patient's treatment. The patient also shall have a right to know the identity and function of these institutions, and to refuse to allow their participation in the patient's treatment.
- To receive from the patient's physician(s) or clinical practitioner(s), in terms that the patient understands, an explanation of his or her complete medical/health condition or diagnosis, recommended treatment, treatment options, including the option of no treatment, risk(s) of treatment, and expected result(s). If this information would be detrimental to the patient's health, or if the patient is not capable of understanding the information, the explanation shall be provided to the patient's authorized representative. This release of information to the patient's authorized representative, along with the reason for not informing the patient directly, shall be documented in the patient's medical record.
- To participate in the planning of the patient's care and treatment, and to refuse medication and treatment. Such refusal shall be documented in the patient's medical record.
- To be included in experimental research only when the patient gives informed, written consent to such participation, or when an authorized representative gives such consent for an incompetent patient in accordance with law, rule, and regulation. The patient may refuse to participate in experimental research, including the investigation of new drugs and medical devices.
- To voice grievances or recommend changes in policies and services to facility personnel, the governing authority, and/or outside representatives of the patient's choice either individually or as a group, and free from restraint, interference, coercion, discrimination, or reprisal.
- To be free from mental and physical abuse, free from exploitation, and free from use of restraints unless they are authorized by a physician for a limited period of time to protect the patient or others from injury. Drugs and other medications shall not be used for discipline of patients or for convenience of facility personnel.
- To confidential treatment of information about the patient. Information in the patient's medical record shall not be released to anyone outside the facility without the patient's approval, unless another healthcare facility to which the patient was transferred requires the information, or unless the release of the information is required and permitted by law, a third-party payment contract, or a peer review, or unless the information is needed by the New Jersey State Department of Health for statutorily authorized purposes. The facility may release data about the patient for studies containing aggregated statistics when the patient's identity is masked.
- To be treated with courtesy, consideration, respect, and recognition of the patient's dignity, individuality, and right to privacy, including, but not limited to, auditory and visual privacy. The patient's privacy shall also be respected when facility personnel are discussing the patient.
- To not be required to perform work for the facility unless the work is part of the patient's treatment and is performed voluntarily by the patient. Such work shall be in accordance with local, state and federal laws and rules.
- To exercise civil and religious liberties, including the right to independent personal decisions. No religious beliefs or practices, or any attendance at religious services, shall be imposed on any patient.
- To treatment and medical services without discrimination based on race; creed; color; national origin; nationality; ethnicity; culture; ancestry; language; age; sex; pregnancy; familial status; marital, domestic partnership or civil union status; affectional or sexual orientation; gender identity or expression; religion; diagnosis; atypical hereditary cellular or blood trait; genetic information (including refusal to submit to genetic testing or make available the results of a genetic test); liability for military service; veteran's status; mental, physical or perceived disability or handicap; AIDS and HIV status; socioeconomic status; ability to pay; source of lawful income; or any other basis deemed protected under federal, state or local law.
- To expect and receive appropriate assessment, management and treatment of pain as an integral component of the patient's care in accordance with N.J.A.C. 8:43E-6.
- To receive the family/guests a patient designates, including but not limited to a spouse, domestic partner (including a same sex partner), partner in a civil union, family member or friend. Visitation privileges shall not be denied or abridged on the basis of race; creed; color; national origin; nationality; ethnicity; culture; ancestry; language; age; sex; pregnancy; familial status; marital, domestic partnership or civil union status; affectional or sexual orientation; gender identity or expression; religion; military service; veteran's status; mental, physical or perceived disability or handicap; AIDS and HIV status; socioeconomic status; source of lawful income; or any other basis deemed protected under federal, state or local law. Visitation may be limited, if necessary to ensure quality of care, safety, and/or confidentiality.

Patients and/or their families may contact the following offices regarding complaints or grievances:

Patient and Family Relations Department
The Valley Hospital
223 North Van Dien Avenue
Ridgewood, NJ 07450-2736
201-447-8169

The Office of Quality and Patient Safety (OQPS)
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
www.jointcommission.org/report_a_complaint.aspx

The New Jersey Department of Health
Division of Health Facility Survey
and Field Operations
P.O. Box 367
Trenton, NJ 08625-0367
Complaint Hotline: 1-800-792-9770

State of New Jersey
Office of the Ombudsman
for the Institutionalized Elderly
P.O. Box 852
Trenton, NJ 08625
1-877-582-6995

Information concerning Medicare and Medicaid coverage may be obtained from the following offices:

Medicare
U.S. Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244
1-800-633-4227
www.medicare.gov

Medicaid
New Jersey Department of Human Services,
Division of Medical Assistance & Health Services
P.O. Box 712
Trenton, NJ 08625
1-800-356-1561

The safety of healthcare delivery is enhanced by the involvement of the patient, as appropriate to his/her condition, as a partner in the healthcare process. Patients and families have the following responsibilities:

- To provide to the best of your ability, accurate and complete information about your present condition, past illnesses or hospitalizations, medications you are now taking or have with you, and other matters relating to your health.
- To tell your doctor or others responsible for your care if you experience any change in your condition or if problems arise in your treatment.
- To tell your doctor or nurse if you do not clearly understand your treatment or if you do not clearly understand what you are expected to do.
- To follow the advice and instructions of the doctors, nurses, and other hospital personnel concerning your care.
- To keep appointments and give the hospital prompt notice when you are unable to do so.
- For your actions if you refuse treatment or do not follow instructions.
- To ensure that your healthcare bills are paid for as promptly as possible.
- To advise the hospital who will be paying your bill, if you are unable to pay your own bill. To tell the hospital if you cannot pay your bill.
- To follow the hospital's rules and regulations concerning patient care and conduct.
- To be considerate of other patients and hospital personnel.
- To keep noise to a reasonable level and to comply with the hospital's no smoking policy.
- To keep the number of visitors to the level allowed by your hospital accommodations.
- To be respectful of hospital property and the property of patients.

