Patient Rights

Our patients’ rights include, but are not limited to, the following:

- Appropriate and impartial access to care. No one is denied access to treatment because of sex, disability, national origin, age, color, race, religion or source of payment.

- Considerate and respectful care so that each patient has the freedom and support to express his or her spiritual beliefs and cultural practices.

- Participation in any decisions regarding the care to be given.

- Having family members or representatives of our patients’ choice to be with them when they receive care, and appropriate notification sent to their personal physician when they are hospitalized.

- Privacy and confidentiality of personal information and medical records.

- Knowledge of the identity, professional status and experience of all caregivers.

- Ability to get help when patients have a concern of any kind.

- Understanding the charges related to the care patients receive at any Exempla facility.

Diversity

Diversity is about acknowledging differences and adapting work practices to create an inclusive environment in which diverse skills, perspectives and backgrounds are valued. It is about understanding the individual differences in the people we work with and among our patients that arise from a broad range of backgrounds and lifestyles, and recognizing the value of using those different perspectives, ideas and ways of working to enhance the quality and outcomes of work.

Our diversity is shaped and formed by a variety of characteristics including age, ethnicity, gender, disability, language, religious beliefs, life stages, education, career responsibilities, sexual orientation, personality and marital status. Diversity means accepting, welcoming and valuing the differences inherent in every individual and recognizing the contribution that a diverse workforce can make to organizational effectiveness and performance. A key aspect of workplace diversity is the contribution that we all make to a workplace that is free from discrimination and harassment.

Above all treat others with respect, courtesy and consideration.

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Awareness and Reporting of Abuse

What constitutes abuse?
- Physical abuse, neglect, exploitation, child abuse, sexual abuse, patient abuse and spouse abuse.

Identifying the signs of abuse
- Marital or family discord
- Continuous friction
- A multitude of responsibilities which seem to be overwhelming to the caregiver
- Name calling, scapegoating, or yelling
- Yells obscenities at others
- Assaults others
- Destroys personal belongings or property of others
- Writes abusive or threatening letters
- Makes abusive or threatening telephone calls
- Threatens self-harm or suicide

Financial aspects of abuse
- Activity in bank accounts that is inappropriate in the aged person or disabled adult
- Power of attorney given when person is unable to comprehend financial situation
- Recent modification to a legal will when the individual is clearly incapable of making decisions
- Caregiver asks only financial questions; does not ask caring questions
- Lack of amenities when appears patient may be able to afford them

Patient Rights
- Patient abuse can be any action or behavior that interferes with patient rights during hospitalization
- May include neglect of patient care, physical abuse, and verbal abuse

Responsibility of reporting abuse
- It is a legal responsibility to file a report of abuse by healthcare personnel if suspected
- In addition Risk Management and Case Management should be informed

REMEMBER:
- As a student, report anything you hear or see that might make you uncomfortable to your preceptor

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