

PATIENT RIGHTS WHILE HOSPITALIZED

Brook Lane Health Services supports and protects the fundamental human, civil, constitutional and statutory rights of each of our patients. These rights include the following:

1. Each patient shall have impartial access to treatment regardless of race, religion, sex, age or handicaps.
2. Each patient's personal dignity shall be recognized and respected in the provision of all care and treatment.
3. Each patient shall receive individualized treatment which shall include at least the following:
 - a. The provision of adequate and humane services, regardless of the source of financial support.
 - b. The provision of services within the least restrictive environment possible.
 - c. The provision of an individual treatment plan.
 - d. The periodic review of the treatment plan.
 - e. The active participation of patients in planning for treatment.
 - f. The provision of an adequate number of competent, qualified, and experienced professional clinical staff to supervise and implement the treatment plan.
4. Each patient's personal privacy shall be assured and protected within the constraints of the individual treatment plan.
5. The patient's family and significant others, regardless of their age, shall be allowed to visit the patient, unless such visits are clinically contraindicated.
6. Suitable areas shall be provided for patients to visit in private, unless such privacy is contraindicated by the patient's treatment plan.
7. Patients shall be allowed to send and receive mail without hindrance.
8. Patients shall be allowed to conduct private telephone conversations with family and friends, unless clinically contraindicated.
9. If therapeutic indications necessitate restrictions on visitors, telephone calls, or



10. If limitations on visitors, telephone calls, or other communications are indicated, such limitations shall be determined with the participation of the patient, and all such restrictions will be fully explained to the patient.
11. Each patient shall be informed of his or her rights in a language the patient understands at the time of admission to the hospital.
12. A copy of the patient rights shall be posted in various areas of the facility.
13. As appropriate, the patient shall be fully informed about the following:
 - a. The rights of patients.
 - b. The professional staff members responsible for his or her care, their professional status, and their staff relationship.
 - c. The nature of the care, procedures, and treatment that he or she will receive.
 - d. The risks, side effects, and benefits of all medication and treatment procedures used.
 - e. The alternate treatment procedures that are available.
 - f. The right, to the extent permitted by law, to refuse specific medication or treatment procedures.
 - g. The responsibility of the facility, when the patient refuses treatment, to seek appropriate legal alternatives or order of involuntary treatment, or in accordance with professional standards, to terminate the relationship with the patient upon reasonable notice.
 - h. As appropriate, the cost, itemized when possible, of services rendered.

other communication, those restrictions shall be evaluated for therapeutic effectiveness by the clinically responsible staff at least every 4 days.

- i. The source of the facility reimbursement, and any limitations placed on duration of services.
- j. The reasons for any proposed change in the professional staff responsible for the patient.
- k. The rules and regulations of the facility applicable to his or her conduct.
- l. The right to initiate a complaint or grievance procedure, and the appropriate means of requesting a hearing or review of the complaint.
- m. The discharge plan
- n. The plans for meeting continued mental and physical health requirements following discharge.
- 14. The patient shall be assured that all communications shall be kept confidential between patients and staff, and all information recorded in the patient records shall be kept confidential.

RESOLVING PROBLEMS

If there are problems in the type of treatment that a patient is receiving, or if the patient feels that their rights have not been respected, the patient has a right to initiate a complaint. The procedure for this is as follows:

1. Discuss the concern with psychiatrist, nurse or therapist.
2. If the problem has not been resolved at that level, the next step is to present the concern to the Director of Inpatient Services, and if still not resolved to patient's satisfaction, the patient will be directed to the Patient Advocate.
3. Reports of these complaints and their non-resolution can be made in person, by telephone or in writing. The hospital will make every effort to respond to complaints within no more than 4 working days.