



DEPARTMENT: Clinical Operations Group	POLICY DESCRIPTION: Patient Rights
PAGE: 1 of 3	REPLACES POLICY DATED: 10/1/14
EFFECTIVE DATE: July 1, 2020	REFERENCE NUMBER: COG.RAS.004 (formerly CSG.QS.004 & CSG.RAS.004)
APPROVED BY: Ethics and Compliance Policy Committee	

SCOPE: All Company-affiliated facilities including both inpatient and outpatient settings not limited to hospitals, ambulatory surgery centers, home health centers, home health agencies, physician practices, outpatient imaging centers, service centers and all Corporate departments, Groups, Divisions and Markets.

PURPOSE: The commitment to treat all patients with respect and dignity is an obligation of every HCA Healthcare colleague and a fundamental principle of being part of HCA Healthcare. We recognize the diverse backgrounds and cultural needs of our patients and strive to foster an inclusive environment through the provision of culturally-competent care. It is, therefore, the purpose of this policy to:

- Ensure that there is no harassment, discrimination or distinction in:
 - the availability of services;
 - the admission, transfer or discharge of patients; or
 - in the care provided
 based on age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.
- Ensure that all patients receiving care and/or patient representatives are informed of their rights.
- Ensure that this policy is in alignment with federal, state and local regulations, HCA Healthcare Code of Conduct, and pursuant to The Joint Commission (TJC) and other accreditation standards.

POLICY: All Company-affiliated facilities will not tolerate harassment or discrimination or make a distinction in the availability of services; the admission, transfer or discharge of patients; or in the care provided based on age, gender, disability, race, color, ancestry, citizenship, religion, pregnancy, sexual orientation, gender identity or expression, national origin, medical condition, marital status, veteran status, payment source or ability, or any other basis prohibited by federal, state, or local law.

All Company-affiliated facilities must provide each patient with a written statement of patient rights at the time of registration and again at the time any patient or patient’s representative has questions regarding their rights. The written statement of patient rights must be provided to the patient in their preferred language or manner that can be understood. When necessary, interpreter services must be provided to ensure the patient and/or patient’s representative receive patient rights notification in a language and/or manner they understand. A [model Statement](#) is available on Atlas Connect.

DEFINITIONS:

Family (TJC glossary): A person or persons who play a significant role in an individual’s life. A family is a group of two or more persons united by blood or adoptive, marital, domestic partnership, or other legal ties. The family may also be a person or persons not legally related to the individual

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(such as a significant other, friend, or caregiver) whom the individual personally considers to be family. A family member may be the surrogate decision-maker if authorized to make care decisions for the individual should he or she lose decision-making capacity or choose to delegate decision making to another.

Patient Representative (CMS terminology): The patient's representative is the individual who is legally responsible for making medical decisions on the patient's behalf.

Patient Support Person (CMS terminology): The patient's support person does not necessarily have to be the same person as the patient's representative. A support person could be a family member, friend or other individual who supports the patient during the course of the hospital stay.

Surrogate Decision Maker (TJC glossary): Someone legally appointed to make decisions on behalf of another. This individual can be a family member or someone not related to the individual. A surrogate decision-maker makes decisions when the individual is without decision-making capacity or when the individual has given permission to the surrogate to make decisions. Such an individual is sometimes referred to as a legally responsible representative. See also family.

PROCEDURE: All patients are to be treated in a manner that preserves their dignity, autonomy, self-esteem, civil rights and involvement in their own care.

The patient rights notification at a minimum will address the following patient rights as well as all additional federal, state or local requirements. These statements include but are not limited to:

- The right to receive considerate and respectful care, including consideration of cultural, spiritual, psychosocial and personal values, beliefs and preferences.
- The right to receive individualized care that fosters the patient's comfort and dignity, and is delivered in a setting that is free from abuse, discrimination and harassment.
- The right and authority to designate who may or may not visit including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend. Facilities must not use the age, race, color, national origin, religion, gender, gender identity, sexual orientation, or disability of either the patient (or the patient's support person or representative, where appropriate) or the patient's visitors (including individuals seeking to visit the patient) as a basis for limiting, restricting, or otherwise denying visitation privileges.
- The right to access patient advocate and chaplaincy services without discrimination.
- The right to take part in religious and/or social activities and to exercise civil freedom while in the hospital as long as these do not interfere with the patient or others' treatment.
- The right to effective communication for persons who are deaf or hard of hearing, and for persons with limited English proficiency (LEP) at no cost to the patient, including use of interpreters and translation of written materials.
- The right to be accompanied by a service animal. Each facility maintains policies regarding



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these rights, which include specific procedures for accommodation.

In addition to their rights, the patient also has the responsibility to be considerate of the rights of other patients and hospital personnel.

All Company-affiliated facilities must have a written Statement of Patient Visitation Rights to ensure the visitor experience is a positive one for patients, patients' representatives, family and friends. This statement must be provided at the time of registration, and the patient must acknowledge receipt through the registration process. A [model Statement](#) is on Atlas Connect.

Company-affiliated facilities should post their Statements of Patient Rights and Patient Visitation Rights on their external website.

All Company-affiliated facilities must have and follow processes for prompt resolution of patient grievances, which include informing patients of whom to contact regarding grievances and informing patients of the grievance resolution process.

All Company-affiliated facilities will provide role specific education addressing patient rights at the time of hire to all employees as applicable. Competencies will be established for employees as required by job description. Annual updates will occur to support compliance with all elements of this policy.

REFERENCES:

1. HCA Healthcare Code of Conduct, Patient Rights Section
2. Centers for Medicare and Medicaid (CMS) Condition of participation: Patient's rights: 42 CFR §482.13(a); 42 CFR §482.13(b); and 42 CFR §482.13(h)
3. Title VI of the Civil Rights Act of 1964
4. The Joint Commission (TJC), Comprehensive Accreditation Manual for Hospitals, 2014, Rights and Responsibilities of Individuals (RI) : Standards: RI.01.01.01; RI.01.01.03; and RI.01.02.01