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## THE PATIENT RIGHTS

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1. All individuals shall be accorded access to care and service based on the individual's need for services and in accordance with the facility's mission and values. Facility admissions policies and the facility's capability of providing the needed services, regardless of race, sex, color, religion, national origin, age, and sexual orientation, veteran's status or handicap.
2. All patients have the right to considerate and respectful care, including consideration of psychosocial, spiritual and cultural beliefs. Patients have the right to wear personal and religious or symbolic items provided such does not interfere with medical therapy or diagnostic procedures. Care of the dying patient is to optimize the comfort and the dignity of the patient.
3. Patients may not be transferred to another facility unless they have received a complete explanation of the need for transfer and of the alternative to such a transfer. The transfer must be acceptable to the receiving organization and not against the wishes of the patient.
4. The patient has the right to participate in decisions involving the patient's health care, including the right to refuse treatment and withhold or withdraw life-sustaining treatment, to the extent permitted by law. The patient has the right to be informed of the consequences of such decisions. Patients have the right to formulate advanced directives pursuant to state law, and Facility mission, values, and policy. The provision of care is not conditioned on the existence of advanced directives.
5. The patient has the right to know information consistent with Hospital Informed Consent Policy and state law to enable him/her to make treatment decisions.
6. The patient has the right to know the identity of the physician who has primary responsibility for his/her care as well as the identity and professional status of individuals responsible for the authorizing or performing procedures or treatments.
7. The patient shall be informed if the facility proposes to engage in investigational, experimental, research or educational activity. The patient has the right to refuse to participate in such activity.
8. The patient has the right to voice complaints about the care and service received and presentation of a complaint shall not compromise the patient's future access to care at the facility. The patient has the right to receive information at the time of admission about the Facility's Patient Right Policy and the Facility Resolution of Patient Complaints policy.
9. The patient has the right to participate in the consideration of the ethical issues that may arise in the care of the patient.
10. The patient has the right to personal privacy and to be interviewed, examined and treated in reasonable visual and auditory privacy. The patient may request a room transfer if another patient is unreasonable, disturbing him/her and if another suitable room is available. The patient has the right to expect confidentiality of patient information and that such information is provided only to those involved in the patient's care, to those monitoring its quality, or to those legally authorized to receive such information.
11. The patient has the right to request and receive an itemized explanation of his/her total charges for services rendered by the facility, regardless of the source of payment.
12. If the patient is unable to exercise any of those rights set forth in the document, surrogates in the order provided by the Louisiana statute may do so.