



U.S. NAVAL HOSPITAL YOKOSUKA

HERE TO SERVE WITH CARE

PATIENTS' RIGHTS AND RESPONSIBILITIES



Patients' Rights

- 1. QUALITY CARE:** You and your family have the right to quality medical and dental care and treatment. You also have the right to refuse treatment to the extent permitted by law and government regulations, and to be informed of the consequences of your refusal. If we cannot provide you with the care you require, you will be transferred to another facility if medically advisable.
- 2. PAIN MANAGEMENT:** You have the right to be treated for alleviation of pain and discomfort consistent with accepted medical and safety practices.
- 3. RESPECTFUL TREATMENT:** You have the right to considerate and respectful care, with recognition of your personal dignity, and respect for your cultural, personal, and religious values.
- 4. PRIVACY AND CONFIDENTIALITY:** You have the right, within law and military regulations, to security, personal privacy and confidentiality of information concerning your medical care.
- 5. IDENTITY:** You have the right to know at all times the name, professional status, and professional credentials of health care personnel involved in your care.
- 6. EXPLANATION OF CARE:** You have the right to an explanation concerning your diagnosis, treatment, medical procedures, and prognosis (what to expect) in terms you can understand. When it is not medically advisable to provide this information to you, it will be provided to appropriate family members or your designated decision maker.
- 7. INFORMED CONSENT:** You have the right to receive the necessary information needed to make knowledgeable decisions on consent or refusal for treatments. Such information should include significant complications, risks, benefits, and alternative treatments available.
- 8. RESEARCH PROJECTS:** You have the right to be advised if the facility proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.
- 9. SAFE ENVIRONMENT:** You have the right to care and treatment in a secure, safe environment, and access to protective services if necessary.
- 10. RULES AND REGULATIONS:** You have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct (such as rules prohibiting smoking), and the right to expect compliance with those rules from other individuals.
- 11. VOICING CONCERNS:** You have the right to voice your concerns as a patient in this facility. You are also entitled to information about the facility's mechanism for the initiation, review, and resolution of patient complaints.

Patients' Responsibilities

- 1. PROVIDING INFORMATION:** You are responsible for providing, to the best of your knowledge, accurate and complete information about complaints, past illness, hospitalizations, medications, and other matters relating to your health. It is up to you to let your health care provider know if you have any questions or concerns about your treatment.
- 2. PARTICIPATION:** It is your responsibility to actively participate in your care by asking your provider what to expect regarding your treatment, discussing options, and informing your provider if there is something you don't understand.
- 3. ARRIVING ON TIME FOR APPOINTMENTS:** It is your responsibility to be on time for appointments, and to notify the hospital if you can't keep an appointment.
- 4. RESPECT AND CONSIDERATION:** You are expected to be considerate and respectful of U.S. Naval Hospital property, the rights and properties of other patients and hospital personnel, and to comply with hospital regulations.
- 5. COMPLIANCE WITH MEDICAL CARE:** It is your responsibility to comply with your medical treatment plan. This includes adhering to recommended follow-up care, and taking medications and treatments as directed by your provider.
- 6. MEDICAL RECORDS:** You are responsible for ensuring that your medical records are promptly returned to U.S. Naval Hospital Yokosuka for appropriate filing and maintenance when they are given to you for medical appointments or consultations. All medical records documenting care provided by a Military Treatment Facility are the property of the U.S. Government.
- 7. RULES AND REGULATIONS:** You are expected to abide by hospital rules and regulations affecting patient care and conduct. Smoking is only permitted in designated areas outside the hospital, and this rule should be followed by all patients, relatives and visitors.
- 8. REPORTING OF PATIENT COMPLAINTS:** If you or your family has any recommendations, questions, or complaints they should be promptly reported to the patient contact representative. As a patient in this facility, you have the ability and responsibility to give us your input to improve our services and help us ensure that we are providing the best possible care for our beneficiaries.
9. If this does not lead to resolution, you may contact the command customer relations office at customer@med.navy.mil or The Joint Commission Office of Quality Monitoring at complaint@jointcommission.org or www.jointcommission.org.

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