

# PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Naval Hospital Camp Pendleton (NHCP) is deeply committed to providing equitable, compassionate and high quality care to all of our patients and will not discriminate based on race, national origin, religion, age, rank, disability, sexual orientation, gender, or gender identity.

## PATIENTS RIGHTS

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| <b>Charges for Care:</b> Patients have the right to understand the charges for their care and their obligation for payment.  | <b>MTF and DTF rules and Regulations:</b> Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.   |
| <b>Respectful Treatment:</b> Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.  | <b>Advance Directives:</b> Patients have the right to make sure their wishes regarding their health care are known even if they are no longer able to communicate or make decisions for themselves  |
| <b>Informed Consent:</b> Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.   | <b>Provider Information:</b> Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.   |
| <b>Medical and Dental Care:</b> Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management   | <b>Transfer and Continuity of Care:</b> When medically permissible, a patient may be transferred to another MTF or DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.  |
| <p><b>Privacy and Security:</b> Patients have rights, defined by Federal law, in accordance with References (m) through (n), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other personally identifiable information, in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.</p> <p><b>Limits of confidentiality:</b> Patients have the right to be informed in advance of making a sensitive disclosure during a health care encounter that in certain circumstances the provider is mandated to make a notification to an individual, agency or service, without requiring the patient's permission or consent to make the provider notification. For example, types of sensitive disclosures may include but are not limited to sexual assault or harassment, domestic violence, substance misuse or abuse, or intent to harm self or others.</p> <p><b>Research Projects:</b> Patients have the right to know if the MTF or DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.</p> | <p><b>Explanation of Care:</b> The right to an explanation of your diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient's treatment plan must be considered when applicable. Such vulnerable populations must include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.</p> <p><b>Safe Environment:</b> Patients have the right to care and treatment in a safe environment.</p> |
| <p><b>Filing Grievances:</b> Patients have the right to make recommendations, ask questions, or file grievances to the MTF Patient Relations Representative or to the Patient Relations Office at (760)725-4357, Option #4</p> <p>If concerns are not adequately resolved, patients have the right to contact The Joint Commission (TJC) by submitting a concern or complaint:</p> <p style="text-align: center;"><b>Online at:</b><br/> <a href="https://www.jointcommission.org/report_a_complaint.aspx">https://www.jointcommission.org/report_a_complaint.aspx</a></p> <p style="text-align: center;"><b>Mail or Fax at:</b><br/> Office of Quality Monitoring<br/> The Joint Commission<br/> One Renaissance Blvd<br/> Oakbrook Terrace, IL 60181<br/> Fax: (630) 792-5636</p>  |   |

## PATIENTS RESPONSIBILITIES

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| <b>Providing Information:</b> Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their health care provider know whether they understand the diagnosis, treatment plan, and expectations. | <b>Medical Records:</b> Patients are responsible for returning medical records promptly to the MTF and DTF for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by any MTF or DTF are the property of the U.S. Government. |
| <b>Respect and Consideration:</b> Patients are responsible for being considerate of the rights of other patients and MTF and DTF health care personnel. Patients are responsible for being respectful of the property of other persons and of the MTF and DTF.   | <b>Adherence with Medical Care:</b> Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by health care providers. This includes keeping appointments on time and notifying MTF and DTF when appointments cannot be kept.  |
| <b>MTF and DTF Rules and Regulations:</b> Patients are responsible for following MTF and DTF rules and regulations affecting patient care and conduct.   | <b>Refusal of Treatment.</b> Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.   |
| <b>Health Care Charges:</b> Patients are responsible for meeting financial obligations incurred for their health care as promptly as possible.   |  |

**The Joint Commission: Fax (630) 792-5636**  
[www.jointcommission.org/report\\_a\\_complaint.aspx](http://www.jointcommission.org/report_a_complaint.aspx)

**FOR MORE INFORMATION OR TO DISCUSS A CONCERN, PLEASE CONTACT  
NHCP PATIENTS RELATIONS DEPARTMENT: (760) 725-4357 OPTION #4**