



PATIENT RIGHTS  
HOSPITAL  
ACCREDITATION

A QUICK REFERENCE

# *Patients Rights*

HOW DO OUR PATIENTS KNOW THEIR RIGHTS...

# Patients and/or families know....

- ▶ The internet gives the patients and family access to a lot of information !!!

It can provide them with real information. ☺



Sometimes they get unrealistic expectations or have read someone's blog that was sensationally dramatic.



Does this make them wrong???  
No.

# Patient Rights brochure from MCH

what it covers.....

- ▶ Involvement in your care – when decision making takes place it should include:
  - ▶ 1. Interpreter services
  - ▶ 2. Discussing your medical condition and information about treatment options
  - ▶ 3. Discussing your treatment plan
  - ▶ 4. Getting information to you
  - ▶ 5. Understanding your health care goals
  - ▶ 6. Understanding who should make decisions when you cannot
- ▶ Visitation
- ▶ High quality hospital care
- ▶ A clean and safe environment
- ▶ Protection of your privacy
- ▶ Preparing you and family for when you leave the hospital
- ▶ Help with your bill and filing insurance claims (through business office)



# Your badge says 'How can I help you'

- ▶ Your opportunity to make a difference starts the moment they see you !!!
- ▶ You wear a MCH badge, and patients or families know you can help.
- ▶ You don't even have to know the answer – just be willing to help guide them to the next step
- ▶ Helping a patient or family with answers... does qualify as patient rights.



Which person would you want to ask for assistance????

The smiling guy....  
Right???