

## PATIENT RESPONSIBILITIES

If a patient lacks the capacity to exercise these responsibilities on their own behalf, the obligation falls to appropriate family members or a personal representative.

### PROVISION OF INFORMATION

A patient has the responsibility to provide, to the best of their knowledge, accurate and complete information about matters relating to their health. A patient is also responsible for making it known whether or not they clearly understand the medical treatment plan and what is expected of them.

### COMPLIANCE WITH INSTRUCTIONS

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for their care. The patient is also responsible for following the instructions of the treatment team.

### REFUSAL OF TREATMENT

The patient is responsible for the consequences if they refuse recommended treatment or do not follow the practitioner's instructions.

### HOSPITAL CHARGES

The patient is responsible for ensuring that the financial obligations of their care are fulfilled as promptly as possible.

### HOSPITAL RULES AND REGULATIONS

The patient is responsible for following rules and regulations affecting patient care and conduct.

### RESPECT AND CONSIDERATION

The patient is responsible for considerate behavior toward other patients, visitors, and hospital personnel and for respecting the rights and property of others.

### PATIENT CONFLICTS

Patient care conflicts regarding admission, treatment, and discharge issues will be addressed by the department head, nurse leader, or the administrative staff member responsible for the service. Depending on the nature of the conflict, the issue may instead be addressed by the attending physician, the Chief of Services, or the Chief of Staff. The final authority for addressing patient complaints and patient care conflicts is Baxter Health's Chief Executive Officer.

## MEDICARE AND OBSERVATION PATIENTS AND OUTPATIENTS IN A BED

Medicare does not cover the cost of home oral medications administered to patients who are in the hospital in the status of Observation or Outpatient in a Bed. The hospital must bill the patient if oral medications are administered by the nurse while the patient is in the hospital. See Medicare 2008 handbook, page 26, under the heading: What's NOT covered by Part A and Part B? "Prescription Drugs. Most prescription drugs aren't covered by Part A or Part B."

Baxter Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-870-508-7770.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-1-870-508-7770.



# DECLARATION OF PATIENT RIGHTS AND RESPONSIBILITIES

**BAXTER HEALTH**

624 Hospital Drive  
Mountain Home, Arkansas 72653  
[www.baxterhealth.org](http://www.baxterhealth.org)

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## PATIENT RIGHTS

“Patient” refers to the patient and/or personal representative.

### HUMAN DIGNITY

Recognizing the basic rights of human beings is always of great importance. It is our intention to always respect the patient’s inherent dignity. As a hospital, we have a prime responsibility to ensure that your rights are preserved while under our care. To this end, the patient will be routinely consulted on matters relating to their care, medical treatment, and discharge. If a patient is unable to speak on their own behalf, an appropriate family member or personal representative will be consulted.

### NONDISCRIMINATION

Baxter Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide (1) free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats, and (2) free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages. If you need these services, call 1-870-508-7770. If you believe that Baxter Health has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with one of the following:

- **Civil Rights Coordinator**  
624 Hospital Drive, Mountain Home, AR 72653  
Tel: 870-508-7555; Email: [civilrights@baxterregional.org](mailto:civilrights@baxterregional.org)
- **U.S. Dept. of Health and Human Services**  
200 Independence Ave. SW, Room 509F, HHH Bldg.  
Washington, D.C. 20201 Tel: 1-800-368-1019;  
Web: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

### PAIN RELIEF

The patient has the right to expect an assessment of their pain and a process of mutual planning to address the management of pain. A patient also has the right to receive information about pain and pain relief measures.

### REQUEST OR REFUSAL OF TREATMENT

The patient has the right to participate in the development and implementation of their plan of care and to request or refuse treatment. The patient has the right to refuse treatment based on their own personal, moral, or religious beliefs—to the extent permitted by law—and to be informed of the medical consequences of their refusal.

### ADVANCE DIRECTIVES, RELIGIOUS BELIEFS

A patient has the responsibility of informing their physician and the hospital of any advance directives (such as

a “Living Will”) or religious beliefs that they wish to have honored.

The patient has the right to formulate an advance directive, which may include delegation of the right to make decisions about the patient’s care to a representative, as well as designation of a support person. The regulation further requires that notice be given to the patient concerning the hospital’s advance directives policy.

### INFORMATION

The patient, or the patient’s personal representative, has the right to receive from the patient’s care treatment team complete and current information concerning their diagnosis, treatment, and any known prognosis. This information should be communicated in terms the patient can reasonably understand.

### IDENTITY

The patient has the right to know the identity and professional status of individuals providing services to them.

### PRIVACY AND CONFIDENTIALITY

The patient has the right, within the law, to personal privacy and confidentiality. All communication and records pertaining to their care are confidential and read only by individuals directly involved in treatment, payment, or operations of the hospital.

A family member or representative of the patient’s choice must be promptly notified of the patient’s admission to the hospital. Patients have the right to designate visitors who shall receive the same visitation privileges as the patients’ immediate family members, regardless of whether the visitor is legally related to the patient.

### CONSENT

The patient has the right:

- Not to be subjected to any procedure without voluntary, competent consent or the consent of a personal representative except in an emergency.
- To be informed of, and voluntarily give or refuse consent to participation in, any human experimentation or other research/educational projects affecting their care or treatment.
- To advance directives.

### SAFETY

The patient has the right to expect reasonable safety in the medical center’s practice and environment. This includes the right to be free from physical or mental abuse and corporal punishment. The patient has the right to be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation.

Restraints will only be used when necessary to ensure the immediate physical safety of the patient, staff, or others and must be discontinued at the earliest possible time.

### COMMUNICATION

The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. When the patient does not speak or understand the predominant language of the community, they should have access to an interpreter.

### CONTINUITY OF CARE

The patient has the right to expect reasonable continuity of care and assistance in locating alternative services when indicated. The patient has the right to choose home health or nursing home care at discharge.

### TRANSFER

The patient has the right not to be transferred to another facility unless they have received a complete explanation of the need for the transfer, the alternatives to such a transfer, and acceptance by another physician.

### HOSPITAL CHARGES

The patient has the right to request, examine, and receive an itemized and detailed explanation of their bill, regardless of the source of payment. The patient has the right to notice of termination of their eligibility for reimbursement by any third-party payer for the cost of their care.

### SMOKE-FREE

According to Arkansas law, all hospitals must be smoke-free (Ark Code Ann. § 20-27-704 et seq). Smoking on the Baxter Health campus could result in a Class C misdemeanor. We appreciate the cooperation of all patients and visitors in keeping Baxter Health smoke-free.

### PATIENT GRIEVANCE

A patient’s grievance will be addressed, in a timely manner, by the department head/patient care unit manager or the Risk Manager at (870) 508-1015; Marketing Department at (870) 508-1883; or Chief Executive Officer at (870) 508-1039. A written grievance/complaint may be addressed to any of the four contacts above and sent to Baxter Health, 624 Hospital Drive, Mountain Home, AR 72653.

A patient may contact the Arkansas Department of Health, regardless of whether they used the medical center’s grievance process, at (501) 661-2201 or Arkansas Department of Health, 5800 West Tenth, Suite 400, Little Rock, AR 72204.

All patient grievances will be addressed in accordance with state and federal guidelines.