



**Jersey City Medical Center
Executive Administration**

Administrative Policy and Procedure

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Policy: PATIENT RIGHTS AND RESPONSIBILITIES

Page 1 of 2	REVIEWED DATES	REVISED DATES
APPROVED BY:	01/1990	01/1990
SVP of Patient Safety and Quality Management & Regulatory Affairs	04/2008	04/2008
	02/2011	02/2011
Approved By:		
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PATIENT RIGHTS AND RESPONSIBILITIES

POLICY:

Healthcare is a cooperative effort between the patient, his or her circle of support, the physician and the entire healthcare team. Jersey City Medical Center believes that each patient is an individual with unique values and beliefs and has the right to make his or her own decisions. The Patient Bill of Rights is the foundation upon which JCMC strives to provide optimal care to all patients and support to their families. JCMC supports and respects all patient rights including providing patients with a safe environment, effective communication, assistance with preparing an advance directive, personal privacy and confidentiality, access to health information, freedom from abuse and harassment and appropriate pain management. JCMC also honors the patient's right to autonomy and to participate in all decisions effecting his or her care and treatment as well as the right to choose his or her own physician and have that physician notified promptly when the patient is admitted to the hospital,

GUIDELINES:

- Certain patients have rights codified for their specific situation including:
- HOSPITAL PATIENT RIGHTS NJAC 8:43G-4
- AMBULATORY CARE PATIENT RIGHTS NJAC8:43A-16
- REHABILITATION HOSPITAL PATIENT RIGHTS NJAC 8:43H-6.1
- HOSPICE PATIENT RIGHTS 8:42C-5
- LONG-TERM CARE PATIENT RIGHTS NJAC 8:39-4.1
- RESIDENTIAL CARE PATIENT RIGHTS NJAC 8:43-14
- ASSISTED LIVING PATIENT RIGHTS NJAC8:36-4
- RENAL DIALYSIS PATIENT RIGHTS Trans-Atlantic Renal Council's Bill of Rights
- DEVELOPMENTALLY DISABLED RIGHTS 42USCA 15008 sec109
- PSYCHIATRIC SCREENING NJSA 30:4-27
- PSYCHIATRIC PATIENT RIGHTS NJSA30:4 NJAC 10:37-4.6
- PEDIATRIC BILL OF RIGHTS Association for Children of New Jersey www.acnj.org

TITLE: PATIENT RIGHTS AND RESPONSIBILITIES

REVISED: 2/11

PROCEDURE

1. The healthcare team shall involve the patient, or his or her surrogate decision-maker, if the patient lacks decision-making capacity, in the development and implementation of the patient's plan of care.
2. All healthcare providers shall honor the patient's right to autonomy and to consent or refuse treatment based upon information provided about the patient's condition, the nature of the proposed treatment, the risks and benefits of any procedure recommended, including any appropriate alternatives and probable outcomes. This right does not permit a patient or surrogate decision-maker to demand the provision of medical treatment that is unnecessary or inappropriate.
3. All staff shall assist the patient in exercising his or her patient rights including providing spiritual and emotional support as needed or as requested; making referrals to appropriate community, state or federal organizations as needed or as requested and addressing the patient's pain management issues unique to each patient's condition.

RESPONSIBILITY

Patient Access Director – Monitors that each patient receives a copy of the patient rights handbook which contains a summary of the patient rights and responsibilities.

Patient Representative – Provides information and guidance to patients on patient rights and responsibilities. Provides a summary translation of the patient bill of rights to patients in their preferred language upon request. Monitors that a copy of the patient bill of rights is displayed through the hospital and ambulatory care facilities in conspicuous locations. Provides orientation to new employees and periodic in-services to staff regarding patient rights. Maintains a resource list of advocacy organizations and governmental agencies to assist patient and families. Informs and explains hospital policies to patients and staff. Helps mediate disputes involving patients and provides patients and their families a forum to express their concerns, problems, complaints and grievances. Provides assistance to the Ethics Committee.

Ethics Committee – Provides a forum for patients, families and staff to discuss and make recommendations on ethical concerns.

All Staff – Informs patients and their families about the patient rights and responsibilities, including the right to discontinue services, and assists them in exercising their rights.