



Oklahoma Surgical Hospital

Patient Rights

It is the intent of Oklahoma Surgical Hospital to respect, support, and explain your basic rights and responsibilities regarding the care being provided. If you have established a personal representative, they will be afforded the same rights listed below.

1. Access to Care

You will be provided impartial access to treatment and accommodations that are available or medically indicated regardless of race, creed, age, sex, sexual orientation, national origin, sources of payment for care, and physical handicap. If necessary, OSH will arrange for transfer of the patient to another healthcare facility.

2. Personal Values and Beliefs

You will be provided considerate care that is respectful of your personal values and beliefs. Consideration of the psychological, spiritual and cultural values that influence the response to care will be provided to you.

3. Informed Decisions Regarding Care

You and your personal representative will be allowed to participate in the development and implementation of your care plan, medical and surgical interventions, pain management plan and discharge plan. As an inpatient, you have the right to request a discharge planning evaluation at any time during your stay. You have the right to be informed of decisions involving your health care, including information regarding any research project being offered in a language/terms you understand. You have the right to refuse treatment to the extent permitted by law after being adequately informed of the benefits and risks of, and alternatives to, treatment. Participation in research can be refused or discontinued at any time without repercussions.

4. Privacy and Confidentiality

You have the right to personal privacy and confidentiality. You have the right to access and have an explanation of your medical record and hospital bill. You may request copies of your medical records and ask to receive them either in paper format or electronically. You may restrict disclosures to your health plan concerning treatment in which you have paid, in full, all out of pocket expenses.

5. Safety

The patient has the right to receive care in a safe setting, free from physical or mental abuse, and corporal punishment. The patient has a right to be free from restraint or seclusion, imposed as a means of coercion, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed when necessary to ensure the immediate physical safety of the patient, and will be discontinued at the earliest possible time. The patient has the right to be free from all forms of abuse, neglect or harassment from staff, other patients or visitors.

6. Identity

You have the right to be informed of the identity and professional status of the individuals providing services to you, as well as information on the relationship among the various providers of care.

7. Communication

You have the right to have a family member or representative, of your choice, and your personal physician notified promptly of your admission to the hospital. You may determine which visitors will be allowed as long as the visitors do not interfere with care and treatment plans. Visitors will not be restricted or denied visitation privileges based on race, color, national origin, religion, sex, sexual orientation, gender identity or disability.

8. Continuity of Care

You have the right to know the reasons for your transfer, should you be transferred. You have the right to reasonable continuity of care including information and instructions upon discharge from the hospital.

9. Ethical Issues Regarding Care

You have the right to participate in the consideration of ethical issues that arise from your admission, treatment and discharge. You have the right to formulate and have hospital staff implement and comply with your Advance Directive. You have a right to request or refuse care.

10. Grievances

You have the right to submit written or verbal grievances or complaints to any employee. You have the right to lodge a grievance with the Oklahoma State Department of Health and the Quality Improvement Organization for quality of care issues, coverage decisions and to appeal a premature discharge. Exercising this right will not compromise your patient

care. Most grievances should be finalized within 7 days from receiving the complaint. If the grievance can't be resolved within this timeframe, the patient will be notified. A final resolution should be provided within 30 days.

11. Access to Protective Services

You have the right to information regarding services for guardianship, advocacy, conservatorship and child or adult protection.

12. Health Status

You have a right to be informed of your health status, diagnosis and prognosis.

13. Important Message from Medicare Notice

You have a right as an inpatient to receive "An Important Message from Medicare" (IM) within 2 days of admission and again no more than 2 calendar days before your discharge.

14. Visitation Rights

You have the right to visitors. OSH will not restrict or limit your visitation rights unless there are clinically necessary or reasonable justifications. OSH will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. OSH will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Patient Responsibilities

Oklahoma Surgical Hospital believes that everyone shares in the responsibility to ensure that both patient safety and patient health care needs are met. Therefore patients, families, and personal representatives should actively participate in meeting this common goal. The patient and the person responsible for decision-making has the responsibility to:

1. Provision of Information

Provide, to the best of your knowledge, accurate and complete information about your present conditions, past illnesses, hospitalizations, medications, and other matters relating to your health, including the reporting of any changes in your current condition or levels of pain.

2. Ask Questions

Ask questions if you do not understand what you have been told regarding patient care, expectations or concerns.

3. Compliance with Instructions

Follow the treatment plan recommended by the practitioner primarily responsible for your care and follow the instructions of nurses and other healthcare professionals who are carrying out physician orders.

4. Refusal of Treatment

Accept the consequences of not following instructions. If you refuse treatment or do not follow the practitioner's instructions or treatment plan, you are responsible for your own actions.

5. Hospital Charges

Arrange for prompt payment of your healthcare bills and provide necessary information for filing insurance claims for services rendered.

6. Respect and Consideration

Be considerate of the rights of other patients and hospital personnel, and respect the property of others. You are responsible for assisting in the control of noise, maintaining a smoke-free environment, and controlling the number of visitors.

7. Hospital Rules and Regulations

Observe and follow the hospital rules and regulations concerning patient care and conduct.

The Oklahoma Surgical Hospital is committed to providing quality care to all patients treated. The staff will not be aware of your concerns unless you share them. If questions or concerns are not addressed to your satisfaction by the healthcare team, please call the hospital's Risk Manager at 918-477-5014. If you prefer, you may contact the following agencies:

Oklahoma State Department of Health
Medical Facilities Division
1000 N.E. 10th
Oklahoma City, OK 73117-1299
Phone: (405) 271-6576

KEPRO Quality Improvement Organization
Rock Run Center Suite 100
5700 Lombardo Center Dr.
Seven Hills, OH 44131
Phone: (844) 430-9504