

Mission Hospital Patient Rights


*Combines Title 22 and other California laws,
The Joint Commission and Medicare
Conditions of Participation requirements.*

**We believe that every person deserves
to be treated with respect and dignity.
You have the right to:**

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Be free from restraints and seclusion of any form used as means of coercion, discipline, convenience, or retaliation by staff.
3. Reasonable responses to any reasonable requests made for service.
4. Know which hospital rules and policies apply to your conduct while a patient.
5. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
6. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, disability, sexual orientation or marital status, or the source of payment for care.
7. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.

Mission Hospital • 27700 Medical Center Road • Mission Viejo, CA 92691
Mission Hospital Laguna Beach • 31872 Coast Highway • Laguna Beach, CA 92651

Mission Hospital 
ST. JOSEPH
HEALTH SYSTEM

**Mission Hospital
Laguna Beach** 
ST. JOSEPH
HEALTH SYSTEM

A Ministry of the
Sisters of St. Joseph
of Orange

We consider you to be a partner in your hospital care and want your informed participation in making decisions about your healthcare. You have the right to:

1. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
2. Know the name of the physician who has primary responsibility for coordinating your care and the names and professional relationships of other physicians and non-physicians who will see you.
3. Make decisions regarding medical care, and receive as much information about any proposed treatment as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
4. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of physicians, to the extent permitted by law.
5. Be advised if the hospital/personal physician proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
6. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
7. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication. If you suffer from severe chronic intractable pain, the doctor may

refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.

8. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patient rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
9. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household.

We strive to meet your healthcare needs during and after your hospitalization. You have the right to:

1. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
2. Be informed by the physician, or a delegate of the physician, of continuing healthcare requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.

We respect our patient's personal and informational privacy. You have the right to:

1. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.

2. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.
3. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, unless:
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.

We are committed to providing quality care and responding to any concerns. You have the right to:

1. Register a complaint and/or file a grievance with Mission Hospital (MH) or Mission Hospital Laguna Beach (MHLB). To register a complaint, please write Mission Hospital located at 27700 Medical Center Road, Mission Viejo, CA 92691, Attention: Concierge or call (949) 364-1400. Your complaint will be fully investigated and a written response provided to you within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the complaint, the results of the complaint process and the date of completion of the complaint process.

If after the complaint process is complete and you wish to file a grievance, you may do so by writing to Mission Hospital, 27700 Medical Center Road, Mission Viejo, CA 92691, Attention: Risk Management. Each grievance will be reviewed and a written response will be provided to you within 30 days. The written response will contain the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process and the date of completion of the grievance process. Concerns

regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).

2. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The state Department of Health Services' address and phone number is: 2150 Towne Centre Place, Suite 210, Anaheim, CA 92608, (714) 456-0630 or (800) 228-5234.

You also have certain responsibilities while you are a patient at Mission Hospital or Mission Hospital Laguna Beach. We ask that you:

1. Provide accurate and complete information about present symptoms, past illnesses, and other health matters to the best of your knowledge.
2. Let the doctor know whether or not you clearly understand what the treatment will be and what is expected.
3. Follow the treatment that the doctor recommends, as well as instructions from nurses and other health personnel. Be responsible for your actions if you refuse treatment or do not follow the physician's instructions.
4. Keep appointments and notify hospital and clinic departments if you are unable to keep an appointment.
5. Be responsible for assuring that the financial obligations of your healthcare are fulfilled as promptly as possible. Follow financial procedures once a pay agreement is reached.
6. Follow hospital rules and regulations.
7. Be considerate of the rights of other hospital patients and hospital personnel.
8. Respect the property of others.

It is only when patients assume these responsibilities that they become active members of their healthcare team.