

Notice of Patients' Rights and Responsibilities



Sparks
Health System

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The Patient Bill of Rights

What is the Patient Bill of Rights?

It is a list of your rights as a patient in a healthcare setting, in accordance with Title VI and VII of the Civil Rights Act of 1964. Hospitals must inform each patient and/or family of these rights at or near the time of admission.

Why is the Patient Bill of Rights needed?

Your privacy, dignity and needs guide the care you receive while you are a patient at Sparks. The staff of Sparks believes that in order for you to make informed healthcare choices, you need to know how the Patient Bill of Rights protects you.

We make no distinction in the availability or services; the admission, transfer or discharge of patients; or in the care we provide based on age, gender, disability, race, color, religion, national origin, sexual preference or economic status. All patients are treated in a manner that preserves their dignity, autonomy, self-esteem, civil rights and involvement in their own care. It is the responsibility of each Sparks Health System employee and / or representative to ensure that patient rights are not violated.

These are your rights as a patient:

A guardian, your next of kin or a legal decision-maker can protect these rights for you, if needed.

1. Right to Equal Access to Care

You cannot be denied access to care because of race, creed, sex, age, physical limitations, disease process, national origin, sexual preference, religious beliefs or economic status.

You have the right to expect that Sparks will make a reasonable response to your

requests for *needed* treatment and will provide evaluation, services and/or referral based on the urgency of your case.

You have the right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation.

2. Right to Receive Care With Respect

You have the right to receive care that respects your dignity and privacy, to be informed of your health status, to be involved in your plan of care and treatment and to expect quick response to reports of pain based on your perception.

3. Right to Privacy and Confidentiality

You have the right to privacy and confidentiality while you are at Sparks.

Your privacy and confidentiality rights are detailed in the Sparks Health System Notice of Privacy Practices. Please refer to the Notice of Privacy Practices if you have questions regarding privacy or confidentiality issues.

4. Right to Safe Care and Settings

You have the right to be free from all types of abuse, harassment and neglect and to receive care in a safe setting.

5. Right to Know the Identity of Caregivers

You have the right to know the names of those involved in your care, including their titles, their education and how they are related to Sparks.

You have the right to know who is in charge of your care.

6. Right to Be Involved in Research

You have the right to consent or refuse to take part in research studies and to have those studies fully explained prior to giving your consent.

facts about your diagnosis (to the degree that it is known), your treatment plan and any known prospects for recovery.

You have the right to receive from your doctor the facts needed to give informed consent prior to the start of any treatment or test, such as desired results, risks, side effects, cost, ethical concerns and any other choices available.

You have the right to expect these facts in language and words that you can understand.

8. Right to Have Contact With Others

You have the right to have guests and to have verbal and written contact with others.

You have the right to have a family member or representative and your doctor informed promptly of your admission to Sparks.

9. Right to Have Access to an Interpreter

If you do not speak or understand English, you have a right to have access to an interpreter. Interpreting services are available via the Language Line, available 24 hours a day, 7 days a week.

10. Right to Consult With Other Doctors

You have the right to consult with other doctors at your own request and expense.

11. Right to Request or Refuse Treatment

You have the right to request or refuse treatment to the extent that is allowed by law and to be informed of the results that may occur because of this choice.

If your choice breaks ethical or professional standards, your doctor and Sparks may need to review your care relationship.

12. Right to Make Advance Directives

(living will, healthcare proxy and/or medical durable power of attorney)

You have the right to give an advance directive to Sparks that details the amount of medical and/or surgical treatment you would

want if you should not be able to make those choices for yourself.

If you do not have an advance directive but wish to make one, help will be provided.

13. Right to Know About Transfers and Continuity of Care

You have the right to know about any need for your transfer to another facility and about any other options you have to such a transfer.

14. Right to Itemized Billing

You have the right to examine and receive a statement that details the items charged to your bill for Sparks services.

15. Right to Know the Rules of Conduct/Complaint Review Process

You have the right to be informed of Sparks rules and practices that apply to your conduct as a patient.

16. Right to Have Access to Spiritual Care and Special Services

You have the right to have access to spiritual care and support as well as access to special services such as support groups or child and adult protective services.

17. Right to Have Access to Your Medical Record

You have certain rights when you need to have access to the information contained in your medical record.

Please refer to the Sparks Health System Notice of Privacy Practices for any questions you might have concerning access to your medical record.

18. Right to Limited Use of Restraints and Seclusion

You have the right to be free from any form of physical or drug restraint and/or seclusion.

Restraints and/or seclusion may be used only after other measures have failed to keep you and/or others safe.

Your Responsibilities

As a patient, you have a responsibility to:

1. Provide, to the best of your ability, a correct and complete account of your health, including past illnesses, hospitalizations, medications and other matters related to health status.
2. Report any changes in your health to your doctor. You should also make it known whether you clearly understand your treatment plan and what is expected of you.
3. Follow the advice given by your doctor, nurses and others who provide your healthcare while carrying out your treatment or care plan. Make an effort to keep your scheduled appointments or call the doctor if you cannot do so.
4. Be aware of the results if you refuse treatment. You are liable for your actions and the result of your actions if you refuse treatment or do not follow the doctor's advice.
5. Ensure that your admission has been precertified and the financial aspects of your healthcare are taken care of in a prompt manner.
6. Pay all bills incurred for services rendered at Sparks either through your insurance plan or through your own resources.
7. Follow Sparks' rules and practices that concern patient care and conduct.
8. Be thoughtful of the rights of others. Observe rules that assist with the control of noise, smoking and the number of guests. Take care of and show respect for things that belong to Sparks or other persons.
9. Understand that your health depends on much more than healthcare services. Make an effort to become aware of the impact that your life-style has on your personal health.

**To express any concerns or grievances about your care,
please inform your healthcare provider**

OR ask to speak with your clinical coordinator or director

OR dial 4980 for the Patient Experience Hotline

**OR dial 652-3017 or ext. 4707 to speak to the Patient
Experience Manager**

OR contact Arkansas Department of Health
5800 W. 1st St.
Little Rock AR 72204
501-661-2201

OR contact Joint Commission Hotline, 1-800-994-6610