

Mission and Values

**Responding to the healthcare needs of the community, we are committed to excellence in all aspects of care through education, prevention, treatment and support.
We create a five-star experience by exceeding individual expectations for all who enter our door.**

Patient Rights and Responsibilities

Dupont Hospital believes in the dignity and satisfaction of the individual as an integral part of its healing ministry. The hospital also recognizes that a respectful relationship between the healthcare provider and the patient is highly desirable to the provision of proper medical care. In light of these beliefs, the hospital sets forth the following patient rights and responsibilities.

Purpose

The following Patient's Rights specifically applies to those patients admitted to Dupont Hospital and is in accordance with the federal and state regulations. As you are aware, your healthcare is our primary function and consideration and the provision of healthcare requires a cooperative effort by the hospital staff and you, the patient. To carry out your part of this cooperative effort, it is important for you, as the patient, to be informed of and understand what you may expect and what is expected of you—in other words, your rights and responsibilities.

Patient Rights

Dupont Hospital respects the rights of patients:

- You have the right to receive treatment, care and services within the capability and mission of Dupont Hospital and in compliance with law and regulation. In the event that your needs cannot be met, you will be notified and alternatives to care will be presented at that time.
- You have the right to have your cultural, psychosocial, spiritual, personal values, beliefs and preferences respected.
- You have the right to be treated with consideration, respect and full recognition of your personal dignity.
- You have the right to pastoral and other spiritual care services.

Dupont Hospital provides information on rights to each patient:

- You shall receive information at the time of admission about the hospital's patient rights policy.
- You have the right to access, request amendment to, and receive an accounting of disclosures regarding your health information as permitted under applicable law.

Dupont Hospital supports and facilitates patient involvement in decisions about care, treatment and services provided:

- You have the right to be involved in decisions about your care, treatment and services, including resolving dilemmas about your care, treatment and services.
- Your surrogate decision maker, as allowed by law, will be identified when you cannot make decisions about your care, treatment and services. This legally responsible representative will approve care, treatment and service decisions on your behalf.
- Your family, as appropriate and as allowed by law, with your permission or the permission of your surrogate decision maker, has the right to be involved in care, treatment and service decisions.

Dupont Hospital supports your right to make informed decisions and give informed consent.

Dupont Hospital supports your right to consent to or refuse recording or filming made for purposes other than your identification, diagnosis or treatment.

Dupont Hospital supports your right of receipt of information about the person(s) responsible for the delivery of your care, treatment and services. Information provided includes:

- Name of your physician or other practitioner primarily responsible for providing your care, treatment and services.
- Name of your physician or other practitioner who will perform your care, treatment and services.

Dupont Hospital supports your right to refuse care, treatment and services in accordance with law and regulation:

- When you are not legally responsible, your surrogate decision maker, as allowed by law, has the right to refuse care, treatment and services on your behalf.

Dupont Hospital supports your right to address end-of-life decisions:

- You have the right to review and revise your advance directives. If you do not have an advance directive, assistance is available to formulate a medical advance directive.
- The hospital will honor your advance directives within the limits of the law and the hospital's capabilities.
- The hospital will honor your wishes concerning organ donation within the limits of the law and the hospital's capabilities.

Dupont Hospital supports your rights and the rights of your family or surrogate decision maker to be informed about your treatments, services and outcomes of care including unanticipated outcomes. Your responsible physician or his/her designee will inform you of these items.

Dupont Hospital respects your right to and need for effective communication:

- Written information provided will be appropriate to your age, understanding and language.
- Dupont Hospital provides interpretation, including translation services, as needed.
- Dupont Hospital provides for those with visual, speech, hearing, language and cognitive impairments.

Dupont Hospital supports and facilitates the resolution of complaints from patients and their families:

- You will receive information at the time of admission about the hospital's complaint response and resolution process.
- If you have questions or comments regarding this process, please contact the director of the area where services are rendered, or contact the Quality Services department at 260-416-3057.
- You have the right to file a complaint with the state authority and/or the Joint Commission on Accreditation of Healthcare Organizations.
- You have the right to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services.

Dupont Hospital will respect your right for confidentiality, privacy and security:

- The hospital will protect the confidentiality of your patient information.
- The hospital will respect your privacy. You will be afforded an opportunity to meet in private with visitors or to associate and communicate in person or via the telephone privately with persons of your choice.
- The hospital will make every effort to provide a safe and secure environment for you and your visitors throughout your stay.
- The hospital respects your right to access to information contained in your clinical record within a reasonable timeframe.

Dupont Hospital will provide you an environment that preserves your dignity and contributes to a positive self-image:

- Each room will provide you storage space to meet your personal needs.
- You have the right to keep and use personal possessions, unless they infringe upon the rights of others or are medically or therapeutically contraindicated.

Dupont Hospital supports your right to be free from mental, physical, sexual and verbal abuse, neglect and exploitation:

- The hospital will, to the best of its ability, protect you from real or perceived abuse, neglect, or exploitation from anyone, including staff, students, volunteers, other patients, visitors or family members.
- You shall be free from unnecessary restraint, interference, coercion, discrimination or threat of reprisal by the hospital.
- All allegations, observations, or suspected cases of abuse, neglect, or exploitation that occur in the hospital will be investigated.

You have the right to have your pain managed:

The hospital plans, supports and coordinates activities and resources to ensure that pain is recognized and addressed appropriately in accordance with the care, treatment and services provided, including:

- Pain assessment.
- Education of all relevant providers regarding pain assessment and management.
- Education for you and your family members, when appropriate, about your roles in managing pain and the potential limitations and side effects of pain treatments.

You have the right to access protective and advocacy services:

- Resources are available to help your family and/or the courts to determine your need for services.
- A list of pertinent state client advocacy groups will be made available to you upon request.

Dupont Hospital protects research subjects and their rights during research, investigation and clinical trials involving human subjects:

- The hospital reviews all research protocols in relation to its mission, values and other guidelines and weighs the relative risks and benefits to the research subjects.
- You have the right to participate or refuse to participate in research.
- The hospital provides adequate information regarding the research, investigation and clinical trial.
- Your refusal to participate or discontinue participation at any time will not compromise your access to care, treatment and services.
- You will be told the extent to which your personally identifiable private information will be held in confidence.
- If a research-related injury occurs, the principal investigator will attempt to address any harmful consequences you may have experienced as a result of research procedures.

You have a right to have a family member or representative of your choice and your own physician be notified promptly of your admission to the hospital.

Patient Responsibilities

- You have the responsibility for providing, to the best of your knowledge, accurate and complete information about your present complaints, past illnesses, past hospitalizations, medications and other matters relating to your health.
- You have the responsibility to report perceived risks in your care and unexpected changes in your condition.
- You have the responsibility to provide to the hospital information about service needs and expectations.
- You and your family, as appropriate, have the responsibility to ask questions when you do not understand your care, treatment, and services or what they are expected to do.
- You and your family have the responsibility to follow the care, treatment, and service plan developed.
- You should express any concerns about your ability to follow the proposed care plan or course of care, treatment and services. Dupont Hospital will make every effort to adapt the plan to your specific needs and limitations.
- When such adaptations to your care, treatment, and service plan are not recommended, you and your family will be informed of the consequences of the care, treatment, and service alternatives and not following the proposed course.
- You and your family are responsible for the outcomes if you do not follow the care, treatment and service plan.
- You and your family are responsible to follow the hospital's rules and regulations.
- You and your family are responsible to be considerate of the hospital's staff and property, as well as other patients and their property.
- You are responsible for assisting your physician and the hospital staff in facilitating a safe environment.
- Please notify your physician or any staff member of any event that you observe that you feel is unsafe.
- You and your family are responsible to promptly meet any financial obligation agreed to with the hospital.

Contact Information

- Dupont Hospital Administrator: 260-416-3023
- Indiana Department of Health: 317-233-1325
- United States Office of Civil Rights:
Department of Health and Human Services
330 Independence Avenue, SW
Washington, DC 20201
- Joint Commission on Accreditation of Healthcare Organizations: 800-994-6610

Dupont  **Hospital**

**2520 East Dupont Road, Fort Wayne, IN 46825
(260) 416-3000**