



Welcome to the Patient's Rights annual training course.

Lehigh Valley Health Network is passionate about providing quality healthcare to all of our patients. Quality healthcare begins with building relationships with the patients we serve and respecting their rights. Patients have rights regarding the healthcare they receive and rights to make decisions about and participate in their own treatment. In this brief training module, you will learn about patients' rights and how you are responsible for protecting these rights.


## Patient Rights 2009

Course Information	
<b>Course Title:</b>	Patient Rights
<b>Regulations/Standards:</b>	The Joint Commission standards for Patient Rights
<b>Approximate Time to Complete:</b>	15 minutes
<b>Intended Audience:</b>	Clinical Staff
<b>Technical Specifications:</b>	The course contains audio. Speakers or headphones are recommended, but not required to complete the course. Flash Player 9. Internet Explorer 6.
<b>Date Revised:</b>	August 2010
Contact Information	
<b>Please forward any content questions or concerns to the Subject Matter Expert:</b>	Carol Kriebel at 610-969-0501
<b>Please call the Help Desk at 610-402-8303 with any technical issues.</b>	

The course should take approximately 15 minutes to complete. If you have any questions about this course, please contact the appropriate number listed on this screen. If you have any technical problems or questions, please contact the Help Desk at 610-402-8303.

**Objectives**

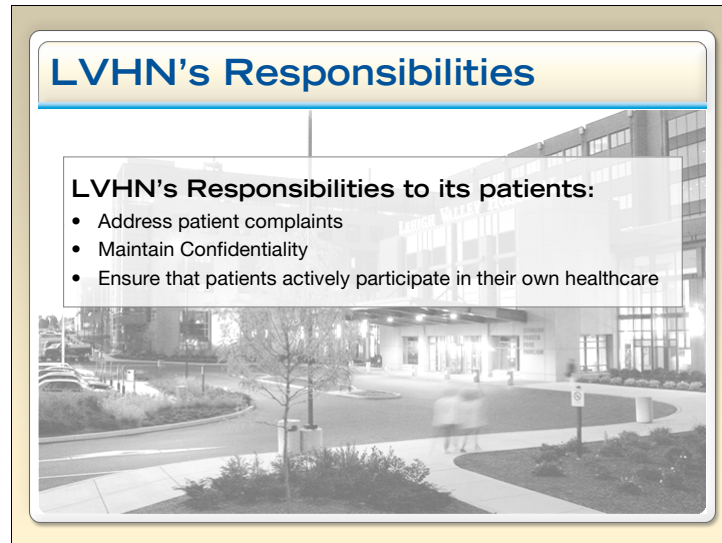
Upon successful completion of this course, you will be able to:



- Identify Lehigh Valley Health Network's responsibilities related to protecting patients' rights
- Define the term Advance Directive, including three types of Advance Directives
- List the categories of persons who may act as an incompetent patient's decision maker in order of who should be selected first
- List five rights that patients have in the healthcare setting

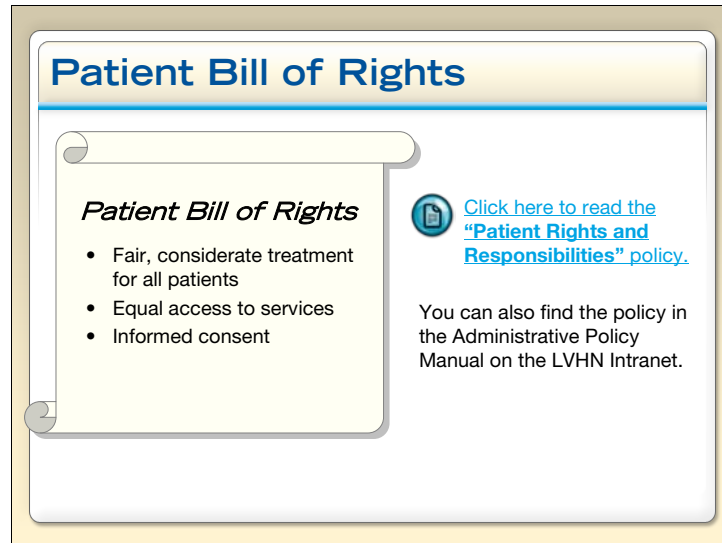
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As a healthcare provider at Lehigh Valley Health Network, it is your responsibility to protect and promote the rights of your patients. You are responsible to:

- Address patients' complaints. Healthcare facilities are required to create a process to quickly resolve patient complaints. You must provide patients with contact information and explain how to report concerns or complaints.
- Maintain confidentiality. Patients' health information should remain private and confidential. The HIPAA law regulates the privacy and security of health information and governs how health information can be used and disclosed. A patient's health information may be shared in order to provide treatment, for payment purposes, and for healthcare operations. In other situations, a patient's consent must be obtained before the information can be used or disclosed. You should take all reasonable measures to protect the privacy of your patients. For more detailed information on privacy and confidentiality, please refer to the HIPAA annual training course.
- Ensure that the patients actively participate in their own healthcare. Patients and their representatives have the right to make decisions about treatment and care.



**Patient Bill of Rights**

*Patient Bill of Rights*

- Fair, considerate treatment for all patients
- Equal access to services
- Informed consent

[Click here to read the "Patient Rights and Responsibilities" policy.](#)


You can also find the policy in the Administrative Policy Manual on the LVHN Intranet.

The graphic is a rectangular box with a light yellow background and a thin blue border. At the top, the title "Patient Bill of Rights" is written in a bold, blue, sans-serif font. Below the title, there is a white scroll-like area with a grey shadow effect. Inside this scroll, the words "Patient Bill of Rights" are written in a bold, italicized, black font. To the right of the scroll, there is a blue circular icon containing a white document symbol. Next to this icon is a blue hyperlink that reads "Click here to read the 'Patient Rights and Responsibilities' policy." Below the scroll and the link, there is a paragraph of text in a black, sans-serif font that says "You can also find the policy in the Administrative Policy Manual on the LVHN Intranet."

Lehigh Valley Health Network has a policy entitled "Patient Rights and Responsibilities". This policy was written to support the patient's interests and well-being, and to establish the expectations for patients' responsibilities to LVHN. The patient bill of rights guarantees fair, considerate treatment, equal access to services and the opportunity to give informed consent about treatment.

Click here to review the full "Patient Rights and Responsibilities" policy. This policy can also be found in the Administrative Policy Manual on the LVHN Intranet.

**Patient Self-Determination Act**



**Patient Decision Making Rights:**

- Right to participate in and direct their own healthcare
- Right to accept or refuse medical treatment
- Right to create an advance directive

Patients must be asked if they have an advance directive. **Patients can not be discriminated against** based on whether or not they have an advance directive.

The Patient Self-Determination Act (PSDA) requires hospitals, nursing homes, home health agencies and hospices to provide patients with information on advance directives at the time of admission. The act requires healthcare facilities to provide patients with a written summary of their healthcare decision making rights and the facility's policies on advance directives. Patients' decision making rights include:

- The right to participate in and direct their own healthcare;
- The right to accept or refuse medical treatment; and
- The right to create an advance directive.

At the time of admission, patients must be asked if they have an advance directive. Patients can never be discriminated against based on whether or not they have an advance directive.

**Advance Directives**

**Advance Directive**

**Advance directives** are legal documents that allow individuals to express in advance their wishes regarding healthcare decisions and end of life care.

There are three types of advance directives:

1. A living will
2. A health care power of attorney
3. A combination document with features of both a living will and a health care power of attorney

For additional information on Advance Directives, please read the LVHN "Advance Directive for Health Care" policy located within the Administrative Policy Manual on the LVHN intranet.

**Click on each of the buttons to the left to learn more.**

Advance directives are legal documents that allow individuals to express in advance their wishes regarding healthcare decisions and end of life care. Advance directives are used when patients are incompetent or too ill to speak on their own behalf.

There are three types of advance directives:

- A living will
- A health care power of attorney
- A combination document with features of both a living will and a health care power of attorney

The document must be signed, dated and witnessed by two adults to be valid. For additional information on Advance Directives, please read the LVHN "Advance Directive for Health Care" policy located within the Administrative Policy Manual on the LVHN intranet.

Advance Directives

Living Will

Health Care Power of Attorney

Health Representative

Next of Kin

**Living Will**

A **living will** is a written legal document that expresses an individual's desires regarding "life-sustaining" medical care in the event that he or she is incompetent and terminally ill or permanently unconscious.

"Life-sustaining" treatment is medical care which only serves to prolong the process of dying or maintains the patient in a permanent state of unconsciousness.

Advance Directives

Living Will

Health Care Power of Attorney

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**Health Care Power of Attorney**

A **health care power of attorney (HCPOA)** is a document that designates a person to make health care decisions for another individual. The person designated to make health care decisions in a HCPOA is known as a "health care agent". The health care agent may make decisions for the individual based on the powers and directions contained in the written HCPOA.

Advance Directives



Living Will

Health Care Power of Attorney

Health Representative

Next of Kin

### Health Representative

A competent person may designate another individual to make medical decisions for him or her in writing or by personally informing the attending physician or health care provider.

Advance Directives



Living Will

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### Next of Kin

If an incompetent patient does not have a legal guardian, health care agent or health care representative, someone else may be assigned as the patient's decision maker.

The following persons, in the order listed, may be selected to act on the patient's behalf:

1. Current spouse (unless an action for divorce is pending) and the adult children of the patient who are not the children of the current spouse
2. Other adult children
3. A parent
4. An adult brother or sister
5. An adult grandchild
6. An adult with knowledge of the patient's preferences, values, and beliefs



**Patients' Decision Making Rights**

- Competent patients have the right to make decisions regarding their treatment and to refuse treatment
- Incompetent patients can have a health care agent, health care representative, or next of kin make decisions for them
- Any patient can cancel or stop a decision to withdraw or withhold life sustaining treatment at anytime

Remember, competent patients have the right to make decisions regarding their own medical care. Patients also have the right to refuse treatment. A health care agent (unless otherwise stated in the Health Care Power of Attorney), health care representative, or next of kin may only make decisions for a patient if he or she is incompetent. The decision to withhold or withdraw life sustaining treatment can be revoked by the patient at anytime, regardless of his or her competency.

**Providing Quality Care**



Adhering to patients' rights is key to patient satisfaction and quality.

Patients have the right to:

- Be provided with medical care and services based on sound medical practice
- Be treated with respect
- Be given full information regarding their healthcare in terms they can understand
- Make informed decisions regarding their healthcare

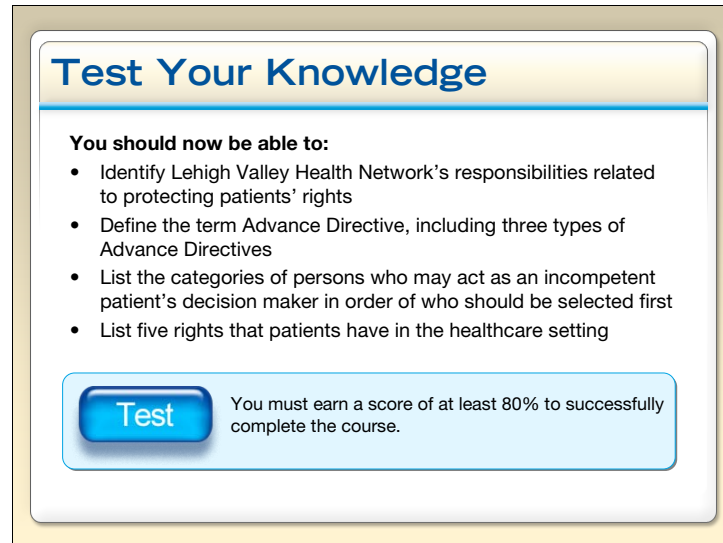
**No patient can be denied medical care based on race, color, national origin, creed, religion, gender, or sexual preference.**

Lehigh Valley Health Network is passionate about providing quality care to all patients. Adhering to patients' rights is key to patient satisfaction and quality. It is your responsibility to protect the rights of all patients.

Patients have the right to:

- Be provided with medical care and services based on sound medical practice;
- Be treated with respect at all times;
- Be given full information regarding their healthcare in terms they can understand; and
- Make informed decisions regarding their healthcare.

No patient may be denied medical care based on race, color, national origin, creed, religion, gender, or sexual preference.



**Test Your Knowledge**

**You should now be able to:**

- Identify Lehigh Valley Health Network's responsibilities related to protecting patients' rights
- Define the term Advance Directive, including three types of Advance Directives
- List the categories of persons who may act as an incompetent patient's decision maker in order of who should be selected first
- List five rights that patients have in the healthcare setting

**Test** You must earn a score of at least 80% to successfully complete the course.

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If you are ready to take the final test, click the test button to begin. You must earn a score of at least 80% to successfully complete this course. You can go back and review any section of this course by selecting the Outline tab and clicking on a link.