



PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

Rights

US Naval Hospital Guantanamo Bay (USNH GB) is committed to respecting and protecting the rights of its patients and their families. We strive to provide care that is sensitive to cultural, racial, religious, and other differences. This bill of rights provides information about our commitment to you and your responsibilities as a member of your healthcare team

As our patient you have the right to:

Medical Care: You have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

Respectful Treatment: You have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

Privacy and Security: You have right to reasonable safeguards for the confidentiality, integrity, and availability of your protected health information, and similar rights for other PII, in electronic, written, and spoken form. This includes the right to be informed when breaches of privacy occur, to the extent required by Federal law.

Provider Information: You have the right to receive information about the individual(s) responsible for, as well as those providing, your care, treatment, and services. The hospital may inform you of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as, those providing your care, treatment, and services.

Explanation of Care: You have the right to an explanation concerning your diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. When it is not medically advisable to give such information to you due to vulnerabilities or other circumstances, the information will be provided to a designated representative.

Informed Consent: You have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

Filing Grievances: You have the right to make recommendations, ask questions, or file complaints to the hospital Patient Relations Office utilizing the Customer Relations Representative and up to the Customer Relations Officer for this facility. If concerns are not adequately resolved, you have the right to contact The Joint Commission at 1-800-994-6610.

Research Projects: You have the right to know if the USNHG proposes to engage in or perform research associated with your care or treatment. You have the right to refuse to participate in any research projects.

Safe Environment: You have the right to care and treatment in a safe environment.

MTF Rules and Regulations: You have the right to be informed of the facilities rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care: When medically permissible, a patient may be transferred to another MTF/DTF only after he or she has received complete information and an explanation concerning the needs for and alternative to such a transfer.

Charges for Care: You have the right to understand the charges for your care and your obligation for payment.

Advance Directive: You have the right to make sure your wishes regarding your healthcare are known even if you are no longer able to communicate or make decisions for yourself.

USNHG's Rules and Regulations: You have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care: When medically permissible, you may be transferred to another MTF/DTF only after you have received complete information and an explanation concerning the needs for and alternatives to such a transfer.

Charges for Care: You have the right to understand the charges for your care and your obligation for payment.

Advance Directive: You have the right to make sure your wishes regarding your healthcare is known even if you are no longer able to communicate or make decisions for yourself.

Responsibilities

Providing Information: You are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other health related matters. You are responsible for letting your healthcare provider know whether you understand the diagnosis, treatment plan, and expectations.

Respect and Consideration: You are responsible for being considerate of the rights of other patients and USNH GB healthcare personnel. You are responsible for being respectful of the property of other persons and of USNH GB.

Adherence with Medical Care: You are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying USNH GB when appointments cannot be kept.

Medical Records: You are responsible for returning medical records promptly to the USNH GB for appropriate filing and maintenance if records are transported by the patients for the purpose of medical appointments, consultations, or changes of duty location. All medical records documenting care provided by USNH GB are the property of the U.S. Government.

USNH GB Rules and Regulations: You are responsible for following USNH GB rules and regulations affecting patient care and conduct.

Refusal of Treatment: You are responsible for your actions if you refuse treatment or do not follow the practitioner's instructions.

Healthcare Charges: You are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

Customer Relations Representatives

If you have questions or concerns pertaining to hospital procedures or the Patient Bill of rights, please contact one of our customer relations representatives in the hospital.

Source: Department of Defense Instruction 6000.14