

# **MILDRED MITCHELL-BATEMAN HOSPITAL**

## **PATIENT RIGHTS AND RESPONSIBILITIES**

Welcome to Mildred Mitchell-Bateman Hospital.

We are here to provide you with quality level treatment and care. The staff of this hospital are sincerely concerned for your welfare and will work with you throughout your hospitalization. As a patient of this hospital, you need to be aware of your rights and your responsibilities while you are here.

### **YOUR RIGHTS AS A PATIENT**

You will not be deprived of your civil rights, unless it is necessary to protect your safety or the safety of others. If you have been found not competent by a county court, you have the right to exercise all of your civil rights, including, but not limited to Civil Service status and appointment, to register for and vote at elections, to buy and sell property, to keep any license, permit, privilege or benefit that is lawfully yours. You will not be deprived of a right, except for clinical reasons after an incident related to the exercise of that right and then only for as long as necessary to permit correction of the issue. For example, your smoking privileges may be restricted for violation of the hospital smoking policy.

While you are a patient, you will receive care and treatment that is suited to your needs, in the least restrictive setting and administered in a skillful, safe and humane manner. Hospital staff will show full respect for your dignity and personal integrity. You have the right to as much privacy as your unit will allow and to move about, unless your safety is threatened.

While you are a patient, you will have your treatment provided by trained and competent staff in numbers sufficient to care for your needs. You will have a psychiatric evaluation within 24 hours of your admission to the hospital. You will have a physical examination after your admission and you will have access to medical care, including management of pain or discomfort. Your treatment will be based on appropriate examination and diagnosis by a staff member working within the scope of his or her professional license. Any special therapy or treatment will be provided by qualified clinicians.

You will be assigned to a Treatment Team. On that Team, you will have a physician, nurse, social worker, psychologist, community representative and a rehabilitation representative. Your Treatment Team will assist you in the development of your Treatment Plan. Your Treatment Team will ensure that your care and treatment is in accordance with accepted mental health and medical practice standards.

You will have an Initial Treatment Plan initiated within eight hours of your admission to Mildred Mitchell-Bateman Hospital. A Master Treatment Plan, based on medical and psychiatric examinations, will be developed within 10 days of your admission. Your Treatment Plan will be reviewed and updated to meet your needs. You will be asked to participate in the development and periodic revision of your Treatment Plan. You may have your family or significant others participate in your Treatment Planning, if that is your wish.

Your medication will be explained to you by qualified staff. The physician must give an order before you can be given medication. Hospital staff will explain what the medicine is given for, the likelihood of improving, or not improving, without the medicine, any reasonable alternative treatment, the amount, how often you will have to take the medicine and for how long you will need the medicine. You will be asked for your consent to be given medicine. You can give consent by signing the Consent Form, or by telling the physician that you will take the medicine, but do not wish to sign the form.

You are encouraged to discuss your treatment with your Treatment Team. If you refuse treatment recommended by your Treatment Team, the Team may offer you an effective alternative treatment if appropriate. If you disagree, and the Treatment Team feels your refusal is caused by your illness and treatment is necessary for your recovery, consultation may be requested with another physician.

You have the right to freedom from seclusion or mechanical restraint, unless there is imminent danger that you will injure yourself or someone else. A physician must give an order for the use of seclusion or restraint.

If it is necessary to seclude or restrain you in an emergency, the physician will see and evaluate you within 60 minutes.

You may appeal to the Clinical Director if you disagree with your Treatment Team regarding your length of stay at Bateman Hospital. The Patient Advocate will assist you with your appeal.

You may receive visitors during visiting hours, unless your physician feels it would be detrimental to your treatment. The order for restriction of visitors must be made part of your medical record by your physician.

If you feel you need an Attorney, the Patient Advocate will assist you to obtain the services of an Attorney. You may request to see your clergyman or spiritual advisor. You may request to talk with the hospital's Chaplain.

You have a medical record that is maintained by the hospital. Your record will contain information about your admission, your legal status, care and treatment and other documents relating to your hospitalization. Your medical record is confidential and cannot be released to anyone without written consent by you or your legal representative, except by court order.

You may wear your own clothing after you are admitted, unless they are harmful to you or someone else. We suggest that you send any item of value home.

You may make and receive a reasonable number of telephone calls, unless your Treatment Plan restricts telephone use. There is a public telephone on your unit that you may use. If you need assistance, your Social Worker will help you.

You may send and receive sealed mail. Any mail which is not delivered must be returned to you unopened. If you do not have materials for one letter per day, these will be provided for you by the hospital. All mail must be properly addressed. The staff will provide assistance to you as needed.

**WHILE YOU ARE A PATIENT AT MILDRED MITCHELL-BATEMAN HOSPITAL,  
YOU ALSO HAVE CERTAIN RESPONSIBILITIES.**

**YOUR RESPONSIBILITIES AS A PATIENT AT  
MILDRED MITCHELL-BATEMAN HOSPITAL**

It is your responsibility, and the responsibility of your family, to provide accurate and complete information, to the best of your ability. Accurate information is critical to making appropriate assessments and decisions.

It is your responsibility to participate in your treatment as planned by you with your Treatment Team. Your treatment will consist of activities and therapy, both on and off the unit. You should attend all sessions as scheduled and ask questions about anything you do not understand. Passes or home visits must be prearranged and will be discussed with you by your physician and Treatment Team. You should make every effort to arrange your transportation as needed.

It is your responsibility to take your medicine as prescribed by your physician. You will be directed when and where to receive your medicine. For safety reasons, entering the Medication Room is not allowed.

It is your responsibility to follow the “Use of Tobacco and Tobacco Products” policy, which is enclosed in your information packet. Smoking is only allowed outdoors in specific areas and must be supervised by staff. Smoking is not allowed inside any building at the hospital. You may not have tobacco products, lighters or matches for safety reasons, but the staff will light your cigarette for you at designated smoking times.

It is your responsibility to follow Unit Rules and Guidelines. These are to assure your safety and the safety of others.

It is your responsibility to either store or to send personal possessions home, if they are considered unsafe to be on the patient care unit.

If you choose to keep permitted property, you are responsible for those items. You are encouraged not to share, lend or sell your personal property. Please respect the property of others and remember, if you destroy something belonging to others, you will be required to pay for it. This includes the property of the hospital.

It is your responsibility to help maintain a safe environment. It is your responsibility to treat others on the unit with respect and dignity, both patients and staff. If you physically assault another patient or a staff member, you may be legally prosecuted. You may not go into the room of another patient or the nursing station. If you need assistance, please ask a staff member to help you.

It is your responsibility to keep yourself, your room and your belongings neat and clean. You should bathe, brush your teeth, comb your hair and wear clean clothes daily. You may ask the staff for assistance with the washing machine and/or dryer on the unit. If you need a haircut, you should ask the staff for assistance.

It is your responsibility to go to the Dining Room for meals after the first 72 hours of your admission, unless there is a physician order otherwise. Patients who eat on the unit, will eat in the unit dining area. Food on the unit must be kept in the kitchenette, not in your room, and labeled. We ask that you do not share food with other patients, because they may be on a special diet for their health.

It is your responsibility to refrain from sexual contact while in the hospital. Please remember, other patients may not have the ability to give consent to engage in sexual activity. In these situations, sexual contact may be considered sexual assault and you may be prosecuted.

It is your responsibility to pay for the care and treatment you receive at Mildred Mitchell-Bateman Hospital. No one is denied treatment because they are not able to pay for that treatment.

# **MILDRED MITCHELL-BATEMAN HOSPITAL**

## **PROCEDURE FOR CONFLICT RESOLUTION**

We believe that conflicts should be addressed and resolved to the satisfaction of the patient and the staff in a timely manner.

If you feel that you have a problem, conflict or unmet need, you are encouraged to discuss that with your Treatment Team. If your problem is not resolved, you may complete a Patient Problem Resolution form and give it to the unit staff. Your problem will be addressed in a timely manner.

## **PATIENT GRIEVANCE PROCEDURE**

If you feel your civil rights are being, or have been, violated, you have the right to contact the Patient Advocate and/or the Clinical Director with your complaint. You have the right to file a Patient Grievance. Grievance forms are available on each patient care unit and through the Patient Advocate. If you still are not satisfied, you may write: Director, Office of Behavioral Health Services, West Virginia Department of Health and Human Resources, Capitol Complex, Charleston, West Virginia 25303.

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PATIENT RIGHTS AND RESPONSIBILITIES**

This is to verify that, on this date, the patient was informed of his/her rights and responsibilities, both orally, and in writing.

\_\_\_\_\_  
Signature of Patient

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Witness

Date: \_\_\_\_\_

Comments: