

Patient Rights and Responsibilities

Without regard to sex or cultural, economic, educational or religious background or the source of payment, the patient has the right:

- To receive considerate and respectful care.
- To confidential treatment of all communications and records pertaining to the care.
- To receive, from his physician, a complete and current description of his diagnosis, a plan for treatment and prognosis in terms which he is able to understand. If it is not medically advisable to give this information to the patient, the physician shall:
 - (a) provide the information to an appropriate person responsible for the patient, and
 - (b) inform that person that he shall not disclose the information to the patient.
- To receive from his physician the information necessary for him to give his informed consent to a procedure or treatment. Except in an emergency, this information must not be limited to a specific procedure or treatment and must include:
 - (a) A description of the significant medical risks involved
 - (b) Any information on alternatives to the treatment or procedure if he requests that information
 - (c) The name of the person responsible for the procedure or treatment, and
 - (d) The costs likely to be incurred for the treatment or procedure and any alternative treatment or procedure.
- To refuse treatment to the extent permitted by law and to be informed of the consequences of that refusal and to leave the hospital even against the advice of physicians.
- To retain his privacy concerning his program of medical care. Discussions of a patient's care, consultation with other persons concerning the patient, examinations or treatments, and all communications and records concerning the patient are confidential except as provided in NRS 108.640, 449.705 and Chapter 629 of NRS. The patient must consent to the presence of any person who is not directly involved with his care during any examination, consultation or treatment.
- To be provided the services necessary to be treated properly or the transfer of the patient to another facility which can provide that care will be arranged.
- If necessary, to be transferred to another facility only if the patient has received an explanation of the need to transfer him and the alternatives available, unless his condition necessitates an immediate transfer to a facility for a higher level of care and he is unable to understand the explanation.
- To receive information concerning any other medical or educational facility or facility for the dependent associated with the facility at which he is a patient which relates to his care.
- To receive the name of the person responsible for coordinating his care in the facility.
- To be advised if this facility proposes to perform experiments on patients which affect his own care or treatment. The patient has the right to refuse to participate in such research projects or experiments.
- To obtain information concerning the professional qualifications or associations of the persons who are treating him.



- To receive continuous care from the facility. The patient must be informed:
 - (a) of his appointments for treatment and the names of the persons available at the facility for those treatments; and
 - (b) by his physician or an authorized representative of the physician, of his need for continuing care.
- To have any reasonable request for services reasonably satisfied by the facility, considering its ability to do so.
- To have visitors while in the hospital (discussed below).
- To know the facility's regulations concerning his conduct at the facility.
- To examine the bill for his care and receive an explanation of the bill, whether or not he is personally responsible for payment.
- To be informed of continuing health care requirements following discharge from the hospital.

File a Grievance with the Hospital

If you want to file a grievance with this hospital, you may do so by writing or calling:

Director of Quality and Regulations
Tahoe Forest Hospital District
P.O. Box 759
Truckee, CA 96160
Phone: 530-587-6011

The grievance committee will review each grievance and provide you with a written response. The written response will provide the name of a person to contact at the hospital, the steps taken to investigate the grievance, the results of the grievance process, and the date of completion of the grievance process.

File a Grievance with the State

If you want to file a complaint with the State Department of Health, regardless of whether you use the hospital's grievance process, you may do so by writing or calling:

In Nevada:

Bureau of Health Care Quality and Compliance (BHCQC)
Northern Nevada Office
727 Fairview Drive, Suite E
Carson City NV 89701
Phone: 775-684-1030