



Weed Army Community Hospital, Fort Irwin, California

Patient Rights



What are your rights?

You have the right to be informed about the care you receive.

You have the right to get important information about your care in your preferred language.

You have the right to get information in a manner that meets your needs, if you have vision, speech, hearing or mental impairments.

You have the right to make decisions about your care.

You have the right to refuse care.

you have the right to privacy.

You have the right to know the names of the caregivers who treat you.

You have the right to safe care.

You have the right to know when something goes wrong with your care.

You have the right to get a list of all your current medicines.

You have the right to have your pain addressed.

You have the right to be listened to.

You have the right to be treated with courtesy and respect.

You have the right to have a personal representative (also called an patient advocate) with you during your care and treatment.

Your advocate can be a family member or friend of your choice.

You have the right to care that is free from discrimination. This means you will not be treated differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, gender, sexual orientation, gender identity or expression.

What is the role of your advocate?

Your advocate can be with you to provide support during your care.

Your advocate can get information and ask questions when you cannot.

Your advocate can remind you about instructions and help you to make decisions.

Your advocate can ask for help if you are not getting the care you need.

Inquire for forms to name your advocate and ask about your state's laws regarding advocates.

Can your advocate make decisions for you?

Yes. If they are your legal guardian or if you sign a legal document giving them the power to make decisions for you. This document is often referred to as a "health care power of attorney."

Your advocate can be with you to provide support during your care.

What is your role in your health care?

You should be active in your health care because your choices will affect your care and treatment.

You should ask questions.

You should pay attention to instructions given to you by your caregivers.

You should share as much information as possible about your health care with your caregivers, or example, give them a list of your medicines, vitamins, herbs and supplements - and remind them about any allergies you have.

Privacy: Can others find out about your disease, treatment or condition?

Health care providers must keep some details about your health confidential and private. You can sign a form if you want your health care providers to share information with others.

What is "informed consent"?

Informed consent means that you understand your treatment choices and their risks, as well as what will happen if you are not treated. Informed consent is required if you are asked to try any experimental treatment.

Can an institution or organization take photos or videos of me?

Yes. Pictures, videos and recordings or other means of capturing documentation can be made for your care and treatment, or to identify you. Staff must ask your prior permission to use these materials for any other purpose.

What happens if something goes wrong during my treatment or care?

In the event something goes wrong you have the right to an honest explanation and an apology. These should be made in a reasonable amount of time.

How do I file a complaint?

You may contact the state agency that licenses or certifies the health care facility or call the health care facility so that they can correct the problem. You may also contact the Joint Commission with complaints about accredited organizations and facilities. You may fill out a complaint form online at: www.jointcommission.org/report_a_complaint.aspx

Remember: You can ask for written information about all of your rights as a patient at any time.