

NON-DISCRIMINATION POLICY

In accordance with Title 6 of the Civil Rights Act of 1964 and its implementing regulations, Floyd Valley Hospital will directly, or through contractual or other arrangements, admit and treat all persons without regard to race, sex, color, national origin, creed, diagnosis or source of payment for care in its provision of services and benefits, including assignments or transfers within the facility and referrals to or from the facility. Staff privileges are granted without regard to race, sex, color, creed, or national origin (where appropriate).

In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulations, Floyd Valley Hospital will not, directly or through contractual or other arrangements, discriminate on the basis of handicap in admissions, access, treatment or employment. The Administrator has been designated as a coordinator for implementation of this policy.

In accordance with the Age Discrimination Act of 1975 and its implementing regulations, Floyd Valley Hospital will not, directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services, unless age is a factor necessary to normal operation or the achievement or statutory obligation.

PATIENT BILL OF RIGHTS

1. The patient has the right to considerate, respectful care that respects the patient's personal value and belief systems.
2. The patient has the right to have a chosen family member or representative and a physician notified promptly after admission to the hospital.
3. The patient has the right to be fully informed of his/her total health status in language the patient understands. When it is not medically advisable to give such information to the patient, the information should be made available to an appropriate person acting on his/her behalf. He/she has the right to know the name of the person responsible for coordinating his/her care. The patient has the right to participate in the development and implementation of their care.
4. Whenever possible, the patient has the right to receive from his/her physician information necessary to give informed consent prior to the start of or discontinuance of any procedure and/or treatment. Except in emergencies, such information for informed consent should include but not necessarily be limited to the specific procedure and/or treatment, the medically significant risks involved, and the probable duration of incapacitation. Where medically significant alternatives for care or treatment exist, or when the patient requests information concerning medical alternatives, the patient has the right to know the name of the person responsible for the procedures and/or treatment.
5. The patient has the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of that decision.
6. The patient has the right to privacy concerning his/her medical information. Case discussion, consultation, examination, and treatment are confidential and should be conducted discreetly. Those not directly involved in his/her care must have the permission of the patient to be present.
7. The patient has the right to expect that all communications and records pertaining to his/her care should be treated as confidential. The patient has the right to access information in his/her clinical records within a reasonable timeframe.
8. The patient has the right to expect that within its capacity a hospital must provide reasonable access to care and response to the request of a patient for services regardless of creed or diagnosis. The hospital must provide evaluation, service, and/or referral as indicated by the urgency of the case. When medically permissible a patient may be transferred to another facility only after he/she has received complete information and explanation concerning the needs for and alternatives to such a transfer. The institution to which the patient is to be

transferred must first have accepted the patient for transfer. Also refer to Hospital Nursing Service policy, "Interhospital Transfer."

9. The patient has the right to obtain information about other healthcare and educational institutions insofar as his/her care is concerned. The patient has the right to obtain information about any professionals who provide treatment to him/her.
10. The patient has the right to be advised if the hospital proposes to engage in or perform human experimentation affecting his/her care or treatment. The patient has the right to refuse to participate in such research projects.
11. The patient has the right to expect reasonable continuity of care. He/she has the right to know in advance what appointment times and physicians are available and where. The patient has the right to expect that a hospital will provide a mechanism whereby he/she is informed by his/her physician or a delegate of the physician of the patient's continuing health care requirements following discharge.
12. The patient has the right to examine and receive an explanation of his/her bill regardless of source of payment.
13. The patient has the right to know what hospital rules and regulations apply to his/her conduct as a patient.
14. The patient has the right under Iowa Law to execute a Living Will or a Durable Power of Attorney for healthcare decisions in accordance with the requirements of the law and to have hospital staff and practitioners who provide care in the hospital comply with these directives. Also refer to Nursing Service policy, "Advance Directives."
15. The patient has the right to pursue grievance process through the hospital's Administration Department.
16. The patient has the right to receive care in a safe setting within the hospital.
17. The patient has the right to be free from all forms of harassment and abuse (including but not limited to, verbal, sexual, physical, mental) corporal punishment, restraints of any form or involuntary seclusion, unless medically necessary.
18. The patient has the right to written communications, including the right to have access to stationary, postage, and writing implements at their own expense.

PATIENT RESPONSIBILITIES:

1. Patient needs to provide accurate and complete information regarding his/her health status.
2. Patient needs to follow the recommended treatment plans.
3. Patient is required to abide by hospital rules and regulations affecting patient care and conduct and be considerate of the rights of patients and hospital personnel.
4. Patient has the obligation to fulfill his/her financial obligation as soon as possible following discharge.

Report your concern/grievance to the Floyd Valley Hospital Customer Service Representative at (712) 546-3397.

You may also report your grievance to the State of Iowa at 1-877-686-0027.

Revised 02/11