

# Patient Rights & Responsibilities



Saint Alphonsus honors the sacredness and dignity of every person by informing you of your rights and responsibilities.

Please do not hesitate to ask questions or seek clarification from a staff member.



**Saint Alphonsus**

A Member of Trinity Health



## Saint Alphonsus promotes and supports your rights as a patient to:

- Receive information in a manner that is understandable
- **Saint Alphonsus provides free aids and services to patients to allow you to communicate effectively with us, such as:**
  - Qualified interpreters, including sign language interpreters
  - Information written in other languages
  - Written information in other formats such as large print, audio, accessible electronic and other formats

If you need these services, please contact our Community Services Coordinator at 1 (866) 727-6248 | TTY 1 (844) 801-7932  
[Bo-CommunityServices@saintalphonsus.org](mailto:Bo-CommunityServices@saintalphonsus.org)

- Have a family member or representative and your care provider notified upon your admission to the hospital.
- Be notified of your rights in advance of starting or discontinuing your care whenever possible.
- Have the presence of a support individual of your choice, unless the individual's presence infringes on others' rights, safety, or is counter to recommendations regarding your care. Your support individual may or may not be your representative.
- Know the names and roles of your caregivers.
- Be informed about Saint Alphonsus' policies and rules that apply to your conduct.



- Enjoy full and equal right to visitors consistent with your preferences. Saint Alphonsus will not restrict, limit, or otherwise deny visitors access on the basis of race; color; national origin including ethnicity, culture, or language; religion; physical or mental disability; socioeconomic status; or sex, including sexual orientation, gender identity or gender expression. You have the right to decline visitors at any time during your stay.

You have the right to receive visitors whom you designate, including but not limited to, your spouse or partner (including same-sex partner), a family member, or a friend. You also have the right to have a support individual exercise your visitation rights on your behalf. Visiting is encouraged between 6am and 10pm to provide an opportunity for family and friends to visit and support you while also promoting optimal rest and healing. Children under 14 years old must be accompanied by an adult visitor.

Providing you safe, high-quality care is our top priority. Therefore, Saint Alphonsus may limit visitors when their presence presents an impediment to your care or the care of other patients. Bedside visitation is limited during changes of shift to optimize hand-off communication between caregivers. Additional circumstances in which Saint Alphonsus may restrict or otherwise deny visitation include, but are not limited to, circumstances in which: there is a court order restricting contact; your visitor engages in disruptive, threatening or violent behavior; you or your roommate needs rest, privacy or care interventions; or there exists an infection control concern.



## **You have the right to receive considerate and respectful care in a safe setting, including the rights to:**

- Receive respect for your personal values and beliefs.
- Have access to religious and other spiritual services.
- Be free from any form of restraint or seclusion imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be used to ensure your immediate physical safety or the safety of a staff member or others, and may only be used when less restrictive interventions have been determined to be ineffective. When restraint or seclusion is used, it must be discontinued at the earliest possible time.
- Be free from all forms of abuse, neglect and harassment.
- Receive considerate and respectful care without discrimination on the basis of age, race, color, national origin (including ethnicity, culture, or language), religion, physical or mental disability, socioeconomic status, or sex (including sexual orientation, gender identity, or gender expression).
- Receive a medical screening examination and stabilizing treatment for an emergency medical condition, regardless of your ability to pay.
- Receive care that protects your personal privacy. Saint Alphonsus may use a remote video monitoring device to observe you when needed to ensure your safety. The remote video monitoring device does not record audio or video.
- Have your health information protected as specified in the Notice of Privacy Practices and directed by the Health Insurance Portability and Accountability Act of 1996.
- Receive, upon request, an explanation of your bill, regardless of the source(s) of payment(s).

## **You have the right to make informed decisions regarding your care, including the rights to:**

- Receive complete information about your diagnosis and state of health.
- Participate in your plan of care, discussing and working together with your provider to make decisions regarding your treatment.
- Formulate and provide Advance Directives and to have Saint Alphonsus' staff and practitioners comply with your stated wishes.
- Request or refuse treatment to the extent permitted by law.
- Have your pain assessed and to be involved in decisions about pain management.
- Be informed of the need for a transfer and the alternatives to transfer, prior to your transfer to another health care facility.
- Accept or decline to take part in research.
- Be told about reasonable care choices when hospital care is no longer appropriate.
- Access information in your medical record, unless restricted by law, within a reasonable timeframe. Upon your request, other designated individuals may also access your medical record.
- Receive a discharge planning evaluation.

## Oregon Only

**Each patient admitted to the hospital or in the emergency department that needs assistance to effectively communicate with hospital staff, make health care decisions or engage in activities of daily living due to a disability, including but not limited to: a physical, intellectual, behavioral or cognitive impairment; deafness, being hard of hearing or other communication barrier; blindness; autism; or dementia has a right to:**

Not be discriminated against based on whether or not they have a POLST, advanced directive or advance care planning instrument. Treatment may not be conditioned on whether the patient has completed end-of-life care instructions.

Designate three support persons, and have at least one support person to be present with the patient at all times in the emergency department, and during the patient's stay at the hospital, if necessary to ensure effective communication and facilitate the patient's care.

Have one support person designated by the patient to be allowed to present for any discussion in which the patient is asked to elect hospice care, to sign an advanced directive or other instrument allowing the withholding or withdrawing of life-sustaining procedure or artificially administered nutrition or hydration, unless the patient requests to have the discussion with the support person absent.

## Idaho Only

- Patients are entitled to in-person visitation from identified Essential Caregivers
- Identification of Essential Caregivers can be decided by the patient or surrogate decision-maker
- The amount of identified Essential Caregivers will not be limited
- Reasonable restrictions to when and where Essential Caregivers can visit and the number of Essential Caregivers who may visit at once will be implemented if needed to ensure patient care needs are not disrupted

## **NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION, AVAILABILITY OF LANGUAGE ASSISTANCE, AUXILIARY AIDS, AND ACCESSIBILITY SERVICES**

Saint Alphonse Health System understands that we all have different lived experiences, needs, identities, customs, and abilities. We are committed to providing quality, accessible, equitable care and services that are responsive to the needs of the diverse communities served.

Saint Alphonse Health System welcomes all individuals who come to us for care, treatment, and services. We comply with all Federal civil right laws and do not exclude anyone or treat them differently because of their age, race, color, ethnicity (including limited English proficiency and primary language), national origin, religion, culture, language, physical or mental disability, socioeconomic status (including ability to pay or participation in Medicaid, Medicare or Children's Health Insurance Program), sex (including sex at birth or legal sex), sex characteristics (including intersex traits), pregnancy or related conditions, sex stereotypes, sexual orientation, gender identity or expression, veteran status, or any other category protected by law.

As a sponsored ministry of the Catholic Church, we provide healthcare services guided by the moral principles described in the Ethical and Religious Directives for Catholic Healthcare Services published by the U.S. Conference of Catholic Bishops. Saint Alphonse Health System provides free auxiliary aids and communication services, so that people can communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, accessible electronic formats, other formats)
- Free language assistance services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages.

## **If you need these services, contact**

Language Assistance Services at 208-367-2121  
Telecommunications Relay Service (TRS): 7-1-1

Saint Alphonsus Health System allows service animals that are trained to do work or perform tasks for the benefit of individuals with a disability. If you need another type of reasonable modification or accessibility services, please discuss it with your provider or the Section 1557/Americans with Disabilities Act Coordinator: Language Assistance Services at 208-367-5463

If you believe that Saint Alphonsus Health System has failed to provide these services or discriminated in another way, you can file a grievance with:

### **Patient Relations**

1055 N. Curtis Road  
Boise Idaho 83706  
(208) 367-6226  
[BO-Patientrelations@saintalphonsus.org](mailto:BO-Patientrelations@saintalphonsus.org)

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at  
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

### **Or by mail or phone at:**

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>

[This notice is available at Saint Alphonsus Health System's website:  
[www.SaintAlphonsus.org](http://www.SaintAlphonsus.org)]

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You may also independently report any concerns about your care to the applicable State agency or The Joint Commission:

#### **Oregon:**

Health Facility Licensing  
and Certification Program  
800 NE Oregon St., Suite 465  
Portland, OR 97232  
Email:  
[mailbox.hclc@odhsoha.oregon.gov](mailto:mailbox.hclc@odhsoha.oregon.gov)  
Fax: (971) 673-0556  
Phone: (971) 673-0540

#### **Idaho:**

Idaho Department of Health & Welfare  
Bureau of Facility Standards  
P.O. Box 83720  
Boise, ID 83720-0009  
Phone: (208) 334-6626, ext. 4

#### **The Joint Commission:**

Office of Quality and Patient Safety  
One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
Web: [www.jointcommission.org](http://www.jointcommission.org)



# Notice of Availability of Language Assistance Services

## English

ATTENTION: If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-208-367-2121 (TTY: 7-1-1) or speak to your provider.

## Español / Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-208-367-2121 (TTY: 7-1-1) o hable con su proveedor.

## Việt / Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-208-367-2121 (Người khuyết tật: 7-1-1) hoặc trao đổi với người cung cấp dịch vụ của bạn.

## 中文 / Simplified Chinese

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-208-367-2121（文本电话：7-1-1）或咨询您的服务提供商。

## РУССКИЙ / Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-208-367-2121 (TTY: 7-1-1) или обратитесь к своему поставщику услуг.

## 한국어 / Korean

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-208-367-2121 (TTY: 7-1-1) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

## українська мова / Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації в доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-208-367-2121 (TTY: 7-1-1) або зверніться до свого постачальника».

## 日本語 / Japanese

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-208-367-2121 (TTY: 7-1-1) までお電話ください。または、ご利用の事業者にご相談ください。

## العربية/Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجاًلاً. اتصل على الرقم 1-208-367-2121 (TTY: 7-1-1) أو تحدث إلى مقدم الخدمة.

## Română/Romanian

ATENȚIE: Dacă vorbiți Română, aveți la dispoziție servicii gratuite de asistență lingvistică. Ajutoarele și serviciile auxiliare adecvate pentru furnizarea de informații în formate accesibile sunt, de asemenea, disponibile gratuit. Apelați 1-208-367-2121 (TTY: 7-1-1) sau consultați cu furnizorul dumneavoastră.

## ភាសាខ្មែរ / Khmer

សូម្បីតែអ្នកខ្មែរ ក៏ត្រូវបានផ្តល់នូវសេវាភាសាខ្មែរសេរីដោយរដ្ឋក្នុងភាសា

អតិថិជនដែលបានស្រាវជ្រាវ។ ជំនួញ និងសេវាភាសាដែលបានផ្តល់ជូនដោយសេរី

ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ដែលបានចូលប្រើប្រាស់បាន ក៏អាចមាន

ដោយអតិថិជនដែល។ ហៅទូរស័ព្ទទៅ 1-208-367-2121 (TTY: 7-1-1)

ឬជួយយោងទៅកាន់អ្នកផ្តល់សេវាភាសាខ្មែរ។

## Deutsch / German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-208-367-2121 (TTY: 7-1-1) an oder sprechen Sie mit Ihrem Provider.

## Farsi / Persian

توجه: اگر به زبان فارسی صحبت می‌کنید، کمک زبانی رایگان در دسترس شماست. کمک‌ها و خدمات کمکی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس نیز به‌صورت رایگان موجود هستند. با کمک‌های 2121-367-208-1 (TTY: 7-1-1) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.

## Français / French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-208-367-2121 (TTY: 7-1-1) ou parlez à votre fournisseur.

## ไทย / Thai

หมายเหตุ: หากคุณใช้ภาษาไทย เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ยังมีบริการช่วยเหลือเพื่อให้อุปกรณ์ในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรศัพท์ 1-208-367-2121 (TTY: 7-1-1) หรือปรึกษาผู้ให้บริการของคุณ

## नेपाली / Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि नि: शुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि नि: शुल्क उपलब्ध छन्। 1-208-367-2121 (TTY: 7-1-1) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

## Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulung sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-208-367-2121 (TTY: 7-1-1) o makipag-usap sa iyong provider.

## Kiswahili/Swahili (Bantu)

TAHADHARI: Ikiwa unazungumza Kiswahili, huduma za usaidizi za lugha bila malipo zinapatikana kwako. Usaidizi na huduma zinazofaa za kutoa taarifa katika miundo inayofikika zinapatikana pia bila malipo. Piga simu kwa 1-208-367-2121 (TTY: 7-1-1) au uzungumze na mtoa huduma wako.

## Српски/Serbian

ПАЖЊА: Ако говорите Српски, обезбедјена вам је преводилачка услуга. Додатна одговарајућа помоћ и услуге за пружање информација у доступним форматима такође су доступни без надокнаде. Назовите 1-208-367-2121 (TTY: 7-1-1) или разговарајте са вашим пружаоцем услуга.

## Soomaali / Somali

FIIRO GAAR AH: Haddaad ku hadasho Soomaali, adeegyo kaalmada luuqadda ah oo bilaash ah ayaa heli kartaa. Qalab caawinaad iyo adeegyo oo habboon si loogu bixiyo macluumaadka qaabab la adeegsan karo ayaa sidoo kale bilaa lacag heli karaa. Wac 1-208-367-2121 (TTY: 7-1-1) ama la hadal bixiyahaaga.

## ထာဝုလီလီအာ / Karen

ခူ- နုဟ်ကတိာ် ထာဝုလီလီအာ် အဝဲ၊ တၢ်အိၣ်ဒီး ကိၣ်တၢ်အိၣ်ထွဲစးစး လၢတၢ်လၢ် ဘျၢ်လၢ်စးစးလၢန့ၣ်လီၤ. တၢ်အိၣ်ဒီး တၢ်မးစးတၢ်န့ၣ်လီၤဒီး တၢ်မးစးတၢ်မး လၢအကြးအဘျၢ် လၢကဟ့ၣ်တၢ်ဂီၢ်တၢ်ကိၣ်၊ လၢတၢ်မးန့ၣ်အိၣ်သ့တဖၣ် လၢတၢ်ဘၣ်ဘျၢ်လၢ်စးစး လၢန့ၣ်လီၤ. ကိး 1-208-367-2121 (TTY: 7-1-1) မ့တဖၣ် ကတိာ်တၢ်ဒီး နုဟ်လၢဟ့ၣ် န့တၢ်ကိၣ်ထွဲစးစးတၢ်ကိၣ်.

## မြန်မာ / Burmese

သတိပြုရန်- သင်က မြန်မာဘာသာစကား ပြောဆိုပါက အခမဲ့ ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို ရရှိနိုင်ပါသည်။ အသုံးပြုနိုင်သော ဖော်စပ်များဖြင့် အချက်အလက်များ ဖော်ပြပေးရန် သင့်လျော်သော အရန်အကူအညီများနှင့် ဝန်ဆောင်မှုများကိုလည်း အခမဲ့ ရရှိနိုင်ပါသည်။ 1-208-367-2121 (TTY: 7-1-1) သို့မူရင်းစာပါ သို့မဟုတ် သင့်၏ ဆောင်ရွက်ပေးသူနှင့် စကားပြောပါ။

We value the safety  
of our patients, visitors,  
and all who work here.

This is a healing place.

We do not allow  
aggression or threats.

There is **zero tolerance** for aggressive  
behavior including:

- Abusive language
- Sexual language directed at others
- Insults based on gender, sexual orientation,  
gender identity, transgender status,  
religion, race, color, national origin, age,  
or disability

Thank you for supporting  
this healing environment.

Notes



**Saint Alphonsus**

A Member of Trinity Health

[SaintAlphonsus.org](http://SaintAlphonsus.org)