



Medicare observation – Information for our patients

Medicare requires your physician and hospital to determine the correct billing status for your hospital stay based on your illness and the services that are provided to you. The quality of care is exactly the same regardless whether you are classified as an observation stay or inpatient admission.

Your physician and the hospital have determined that your status for this hospital stay is observation care, which means:

- ◆ **Your outpatient observation stay does not count toward the three-day inpatient stay requirement for admission to a skilled nursing facility.**
- ◆ Observation care is paid under Medicare Part B benefits.
- ◆ Your expected length of stay in the hospital is less than 48 hours.
- ◆ Your physician will determine your actual length of stay based upon your condition and/or progress.
- ◆ You have an outpatient billing status, even though you maybe in a regular hospital bed and receive some of the same services as a patient with an inpatient billing status.

If you have specific questions about observation care or your hospital bill, please call financial counseling, 209-339-7525.

Signature / Initials :

Mary Jean Parvin

Date:

6/27/13

PATIENT RIGHTS

You have the right to:

1. Considerate and respectful care, and to be made comfortable. You have the right to respect for your cultural, psychosocial, spiritual, and personal values, beliefs and preferences.
2. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
3. Know the name of the licensed health care practitioner acting within the scope of his or her professional licensure who has primary responsibility for coordinating your care, and the names and professional relationships of physicians and nonphysicians who will see you.
4. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in terms you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate in ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services, and forgoing or withdrawing life-sustaining treatment.
5. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or nontreatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
6. Request or refuse treatment, to the extent permitted by law. However, you do not have the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave the hospital even against the advice of members of the medical staff, to the extent permitted by law.
7. Be advised if the hospital/licensed health care practitioner acting within the scope of his or her professional licensure proposes to engage in or perform human experimentation affecting your care or treatment. You have the right to refuse to participate in such research projects.
8. Reasonable responses to any reasonable requests made for service.
9. Appropriate assessment and management of your pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe chronic intractable pain. The doctor may refuse to prescribe the opiate medication, but if so, must inform you that there are physicians who specialize in the treatment of severe chronic pain with methods that include the use of opiates.
10. Formulate advance directives. This includes designating a decision maker if you become incapable of understanding a proposed treatment or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care in the hospital shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
11. Have personal privacy respected. Case discussion, consultation, examination and treatment are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. You have the right to have visitors leave prior to an examination and when treatment issues are being discussed. Privacy curtains will be used in semi-private rooms.
12. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your privacy rights in detail and how we may use and disclose your protected health information.



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13. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
14. Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
15. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing the care.
16. Be informed by the physician, or a delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan. Upon your request, a friend or family member may be provided this information also.
17. Know which hospital rules and policies apply to your conduct while a patient.
18. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood, marriage, or registered domestic partner status, unless::
 - No visitors are allowed.
 - The facility reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a member of the health facility staff or other visitor to the health facility, or would significantly disrupt the operations of the facility.
 - You have told the health facility staff that you no longer want a particular person to visit.

However, a health facility may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors. The health facility must inform you (or your support person, where appropriate) of your visitation rights, including any clinical restrictions or limitations. The health facility is not permitted to restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

19. Have your wishes considered, if you lack decision-making capacity, for the purposes of determining who may visit. The method of that consideration will comply with federal law and be disclosed in the hospital policy on visitation. At a minimum, the hospital shall include any persons living in your household and any support person pursuant to federal law.
20. Examine and receive an explanation of the hospital's bill regardless of the source of payment.
21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care.
22. File a grievance. If you want to file a grievance with this hospital, you may do so by writing or by calling: Lodi Memorial Hospital, 975 S. Fairmont Ave., Lodi, CA 95240, 800-876-6750, ext. 7400. The grievance committee will review each grievance and provide you with a written response within seven days. The written response will contain 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. Concerns regarding quality of care or premature discharge will also be referred to the appropriate Utilization and Quality Control Peer Review Organization (PRO).
23. File a complaint with the California Department of Public Health regardless of whether you use the hospital's grievance process. The California Department of Public Health's phone number and address is: California Department of Public Health, 3901 Lennane Dr., Ste. 210, Sacramento, CA 95834, 800-554-0354.

This Patient Rights document incorporates the requirements of the The Joint Commission; Title 22, California Code of Regulations, Section 70707; Health and Safety Code Sections 1262.6, 1288.4, and 124960; and 42 C.F.R. Section 482.13 (Medicare Conditions of Participation).



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Patient Responsibilities

As a patient of Lodi Memorial Hospital, you have the responsibility to:

- a. Maximize healthy habits, such as exercising, not smoking, and eating a healthy diet.
- b. Provide, to the best of your ability, accurate and complete information about your present medical issues, past illnesses, hospitalizations, medications, perceived risks in your condition, and other matters related to your health.
- c. Work together with healthcare providers in developing an agreed upon plan of care.
- d. Follow the treatment plan. Tell your doctor or nurse if you believe you cannot follow through with the treatment plan and why you cannot.
- e. Find out about consequences of refusing treatment or of selecting an alternative treatment not recommended by your medical team. Accept the consequences if you do not follow your care plan.
- f. Ask questions when you do not understand your care, treatment, or services provided to you, or what you are expected to do.
- g. Alert nursing staff to any extra needs you have including meal service, medications, and other treatments.
- h. Keep Lodi Memorial Hospital equipment in the building at all times and having licensed staff maintain it, for your safety.
- i. Be considerate of Lodi Memorial Hospital staff and other patients and their property.
- j. Follow Lodi Memorial Hospital rules and regulations affecting your care and conduct, including but not limited to: visitation, NO smoking policy and assisting our efforts to limit noise.
- k. Use Lodi Memorial Hospital's internal complaint and appeal processes to address concerns that may arise.
- l. Avoid knowingly spreading disease. Check with your doctor or nursing staff if you are permitted to move about. Stay within your nursing staff surveillance. This is important in achieving the necessary care for your treatment plan.
- m. Promptly meet your financial obligations.
- n. Provide a copy of an Advance Directive (i.e. Living Will or Power of Attorney for Health Care) if you have completed one.
- o. Safeguard your personal belongings by sending your valuables home with family or friends or secure any valuables in Lodi Memorial Hospital's safe, as needed, to prevent loss.
- p. Keep scheduled appointments and notify the appropriate department and/or professional when unable to keep an appointment.

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