



**Pacific**  
*Fertility Center*  
*Los Angeles*

## **PACIFIC FERTILITY CENTER**

**LOS ANGELES**

**PATIENT RIGHTS**

**EFFECTIVE DATE:** 3-18-99

Pacific Fertility Center of Los Angeles supports the rights of each patient and is committed to ensuring the protection of those rights in its provision of care, treatment, and services. A “patient” as referred to in this policy shall include neonates, children, adolescents, adults, and Swing Bed residents. To this end, PFCLA recognizes and affirms the following patient rights:

- The patient has the right to reasonable and impartial access to treatment that is medically indicated, regardless of race, color, national origin, religion, sex, gender identity, sexual orientation, disability, creed, age, ethnicity or handicap.
- The patient has the right to participate in the development and implementation of his or her plan of care, including ethical issues.
- The patient or his or her representative has the right to make informed decisions regarding his or her care, be informed of his or her health status, be involved in care planning and treatment; and be able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
- The patient has the right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- The patient has the right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital.
- The patient has the right to personal privacy and the right to confidentiality of his or her clinical records.
- The patient has the right to receive care in a safe setting and the right to be free from all forms of abuse or harassment.
- The patient has the right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and will actively seek to meet these requests as quickly as the record keeping system permits.
- The patient has the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.

- The patient has the right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his or her access to services.
- The patient has the right to know the professional status of any person providing his or her care or services and the right to know the reasons for any proposed change in the Professional Staff responsible for his or her care.
- The patient has the right to know the reasons for his or her transfer either within or outside the hospital.
- The patient has the right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his or her care.
- The patient has the right to access the cost, itemized when possible, of services rendered within a reasonable period of time.
- The patient has the right to be informed of the source of the hospital's reimbursement for his or her services, and of any limitations which may be placed upon his or her care.
- The patient has the right to have pain treated as effectively as possible.
- The patient's family has the right of informed consent of donation of organs and tissues.
- The patient has the right to include or exclude any or all family members in participating with his/her care decisions.
- The patient and the patient's family have the right of access to an interpreter.
- The patient and the patient's family have the right, at their own request and expense, to consult with another physician.
- The patient and the patient's family have the right to timely notice prior to termination of eligibility for reimbursement by any third-party payor for the cost of care.
- The patient and the patient's family have the right to be informed of hospital policies implementing these rights and the right of the patient's family or legally authorized representative to exercise these rights if the patient becomes legally incompetent, medically incapable of understanding proposed treatment or procedures, unable to communicate his/her wishes regarding treatment, or is a minor.
- The patient has the right to choose who may visit them during their inpatient stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including same-sex domestic partner), or other type of visitor, as well as their right to withdraw such consent to visitation.

- The patient has a right to exercise his/her rights while receiving care or treatment in the hospital without coercion, discrimination or retaliation.
- The patient has the right to a surrogate (parent, legal guardian, person with medical power of attorney) exercise the patient's rights when the patient is incapable of doing so, without coercion, discrimination or retaliation.

## **GRIEVANCE PROCESS**

The patient and the patient's family have the right to voice grievances/complaints and suggest changes without fear of discrimination or reprisal.

To file a Grievance: Contact Patient Advocate/COO – Margaret Orenstein

10921 Wilshire Blvd. Suite #700  
Los Angeles, CA 90024  
(310) 209-7700  
Margaret @pfcla.com

A copy of the Patient's Rights shall be provided to each patient during the registration process.