Patients’ Rights & Ethics
PATIENTS’ RIGHTS

Every Jackson Health System patient is entitled to certain basic rights when receiving care.

The Right to:

• ACCESS to health care.
• RESPECT, Dignity and consideration in his or her care.
• Privacy and Confidentiality of all information.
• Clear Information about his or her condition and care.
• Involvement in decision making.
• Identity and professional status of all caregivers.
• Refuse treatment
• Communication within and outside the hospital.
Patient’s rights and responsibilities are:

- Posted throughout the hospital, ambulatory clinics, primary care centers, skilled nursing facilities (resident’s rights) and home health agencies.
- Available in English, Spanish or Creole throughout the Admitting Office and/or the Patient Relations Office.
- Provided to patients on admission.
- Reviewed and discussed with all employees during mandatory orientation.

Adult patients are also provided with information regarding their rights to set Advanced Directives to determine their care in the event they are unable to communicate their wishes to their physicians.

Social Work services are available when patients request assistance in drawing up their Advanced Directives. Their physicians are notified and have the opportunity to participate in the process.

Other sources of assistance related to Patients Rights and/or Ethics include Pastoral Care (5-2529), and the Bio-Ethics Committee (contact the Chairperson through the hospital’s page operator at 5-2255).
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ORGANIZATIONAL ETHICS

Jackson Health System encourages monitors and enforces organizational and staff’s behaviors that demonstrate adherence to the highest standards of ethical conduct in-patient care business practices and interpersonal relations. Medical Staff Bylaws, Corporate Compliance Plan, Miami-Dade County code and Florida Statutes also support and enforce these desired behaviors. Employees of Jackson Health System are personally and professionally obligated to serve the public with honesty and integrity. It is essential that we maintain the trust of the public and our co-workers. Jackson Health System personnel are expected to practice according to the following standard:

Interact with patients, fellow staff members, clinical partners, vendors, visitors and any other group or individual in an honest, courteous and forthright way that will reflect favorably on Jackson Health System.
Examples of general standards of ethical behavior include, but are not limited to:

• Maintaining patient confidentiality and privacy
• Providing patient care and service without regard to political or other non-clinical influences
• Identifying and correcting practices that do not appear to meet generally accepted standards of fairness, impartiality or integrity.
• Generating accurate charges and resolving billing concerns fairly and expeditiously
• Using resources efficiently and appropriately
• Processing invoices within contractual limits
• Representing the capabilities and services of Jackson Health System in a fair and truthful way
• Providing patient’s information regarding access to protective services upon request
• Ensuring the quality of patient care by separating clinical decision-making from any influence arising from financial incentives or risks
• Exhibiting the Standards of Excellence at all times.