

Patient Rights at Pinnacle Pointe Behavioral Healthcare System

It's All About ME!!!

As a patient at Pinnacle Pointe Behavioral Healthcare System, I have the right to:

- ◆ Be called by MY name, not a number or an illness.
- ◆ To be greeted with a smile and treated with loving care.
- ◆ To know, by name, which doctors, nurses, and other helpers will be taking care of me.
- ◆ To make choices whenever possible as long as they don't get in the way of my care.
- ◆ To have my family members visit with me at visitation times.
- ◆ To have someone who speaks the same language as my family and I to help us understand what is happening, and if someone isn't available, to help my family find someone.
- ◆ To be told what's happening to me and have my questions answered in words my family or I can understand in our own language.
- ◆ To know my treatment is between me, my family, and the people caring for me and that it's no one else's business unless I say so.
- ◆ To leave the hospital as soon as possible with instructions from my caregivers so I can keep getting better.
- ◆ To have the papers about my health kept private, so that no one will know about me being here or why, unless they have a right to know or my family or I say it's OK.
- ◆ To be treated with the same loving care, no matter if I'm a boy or a girl, rich or poor, what color my skin is, whether I go to church, where I come from or who will pay for my stay
- ◆ To be cared for with courtesy and respect for the things I believe, like my faith, my heritage, my personal feelings, and what I think is important.
- ◆ To know the rules that I have to follow while I am here.
- ◆ To have the adult responsible for me to know what's going on with me while I'm here.
- ◆ To talk with a special adult caregiver, my advocate, if I feel my rights aren't being respected

The adult responsible for me is supposed to:

- ◆ Give Pinnacle Pointe all my past health information.
- ◆ Ask questions if there is something they don't understand.
- ◆ Tell Pinnacle Pointe staff if they are not happy with my care.
- ◆ Help plan my care and do their part of the plan.
- ◆ Respect the rights of other children, families and staff.
- ◆ Follow Pinnacle Pointe rules.
- ◆ Keep all appointments or call to change them when needed.

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