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 Owner: Mary Waldo: Reg-Nsg  
 Practice/Qual Dir  
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 References:  
 Applicability: OR - Oregon Region

## Right to Support Persons for Patients w/ Disabilities

### Right to Support Persons for Patients with Disabilities

#### GENERAL OPERATING POLICY

Effective:

July 30, 2020

PSVMC, PPMC, PPMC, PMH, PWFMC, PNMC, PHRMH, PSH

#### OBJECTIVES

- Provide guidelines for the role of Support Persons within Providence Health & Services, Oregon Region (PHS-OR) hospitals and emergency departments;
- Promote the safety of patients, Support Persons and caregivers by defining the conditions under which a Support Person will function

#### POLICY STATEMENTS

- Patients admitted to a hospital or in an emergency department may designate at least three Support Persons.
- If necessary to facilitate the patient's care, at least one Support Person may be present with the patient at all times in the emergency department and during the patient's stay in the hospital. (Refer to section below: **Conditions to Protect Safety**).
- To ensure the safety of the patient, support person and caregivers, support persons may not perform tasks otherwise done by a hospital employee and must comply with the conditions outlined below.
- Support Persons may not provide interpreter or translation services (Refer to Interpreter Policies).
- At the earliest feasible time, patients will be provided information related to "patient" and "Support Person" when hospital services are scheduled, upon admission, or upon presentation to the Emergency Department.
- To ensure privacy and safety of all patients, Support Persons and caregivers in locked units with psychiatric populations, a clinical care conference will be held to determine the parameters of accommodation provided by the support person for the patient.

## DEFINITIONS

- **Patient:** persons admitted to a hospital or in an emergency department who 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, e.g.,
    - Has a cognitive or mental health disability that affects the patient's ability to make medical decisions or understand medical advice;
    - Needs assistance with activities of daily living and the hospital staff are unable to provide or less effective at providing the assistance.
  - Deaf, Deafblind, hard of hearing or has another type of communication barrier, and may require the assistance of a support person to ensure effective communication (that does not include interpretation or translation) with hospital staff.
  - Blind;
  - Autism; or
  - Dementia.
  - Has behavioral health needs that the support person can address more effectively than the hospital staff.
- **Support Person:** a family member/significant other, guardian, personal care assistant or other paid or unpaid attendant selected by the patient to physically or emotionally assist the patient or ensure effective communication with the patient.
- **Visitor:** refer to GOP "Visitors to Patients".

## CONDITIONS TO PROTECT SAFETY

- Support Persons may not perform tasks otherwise done by a hospital employee and must comply with the following conditions:
  - When requested by hospital employees, Support Persons must wear personal protective equipment provided by the hospital and follow hand washing and other protocols for preventing the potential spread of infection;
  - Be free of any symptoms of viruses or contagious diseases;
  - Submit to screenings for viruses or contagious diseases upon entering and exiting the hospital;
  - Submit to testing for contagious disease per unit policy;
  - May not dispense medications of any kind without consultation with the patients' clinical care team;
  - May not make changes to medical devices or technology that supports patients care, including but not limited to oxygen;
  - May not accompany patients to locations where visitors would otherwise not be permitted, this includes but is not limited to operating rooms and seclusion rooms;
  - May not provide interpreter or translation services (Refer to Interpreter Policies).
- If necessary to facilitate the patient's care, Support Person(s) may be present with the patient at all times in the emergency department and during the patient's stay at the hospital. PHS-OR retains the right to restrict the presence of Support Persons to what is feasible and needed to maintain safety of the patient, Support Person(s), and caregivers.
- Nothing in this section prevents a patient and his or her treating team from reviewing available medical options in the privacy of the therapeutic relationship. This includes situations where a patient with decision-making capacity informs his or her treating provider that less aggressive medical care is desired.
- Emergency department and hospital must ensure that a support person designated by a patient is present for any discussion in which the patient may elect hospice care or to sign an advance directive or other

instrument allowing the withholding or withdrawing of life-sustaining procedures or artificially administered nutrition or hydration, unless the patient requests to have the discussion outside of the presence of a support person (SB 1606, 2020 Sec. 2(4)). If there are questions about who the appropriate decision maker is, please refer to PHS-OR "Consent and Refusal to Consent Policy" and "Privacy and Security Policy".

## AUTHORITY

Providence Health & Services – Oregon Region, pursuant to the requirements of Oregon Senate Bill 1606 (2020).

## LIST CROSS-REFERENCE

GOP: Consent and Refusal of Consent for Procedures (PolicyStat ID: 7900161)

GOP: Interpreter for Deaf HOH Deaf-Blind Patients (PolicyStat ID: 6074815)

GOP: Interpreter for Patients – Spoken Language Interpreter Services (PolicyStat ID: 6074766)

GOP: Rights and Responsibilities of Patients (PolicyStat ID: 6293962)

GOP: Visitors to Patients (PolicyStat ID: 5114862)

PSJH-RIS-850 General Privacy Policy (PolicyStat ID: 7919893)

All revision dates:

## Attachments

No Attachments

## Approval Signatures

Approver	Date
Sherri Kulink: Chief Exec Prov Milwaukie Hosp	pending

## Applicability

OR - Clinical Support Staff (CSS), OR - Connections, OR - Credena Health (CH), OR - Home Health (HH), OR - Home Medical Equipment (HME), OR - Home Services, OR - Home Services Pharmacy (HSRx), OR - Hospice (HO), OR - Providence Ctr for Medically Fragile Children, OR - Providence Hood River Memorial Hospital, OR - Providence Medford MC, OR - Providence Medical Group, OR - Providence Milwaukie Hospital, OR - Providence Newberg MC, OR - Providence Portland MC, OR - Providence Seaside Hospital, OR - Providence St. Vincent MC, OR - Providence Willamette Falls MC