



## PATIENT BILL OF RIGHTS & RESPONSIBILITIES

The success of any course of medical treatment depends on the quality of the relationship between the patient and the medical care providers. Lines of communication must remain open. The Patient Bill of Rights will help you know what to expect during your stay. The Patient Responsibilities will help you know what is expected of you as a patient. If the patient is a minor or has a guardian, the rights and responsibilities of the patient transfer to the parent(s) or guardian.

### PATIENT BILL OF RIGHTS

#### The patient has the right:

1. to considerate, respectful care and to participate in the development and implementation of his/her plan of care.
2. to make decisions regarding his/her care.
3. to be informed of his/her status, involved in care planning and treatment and to refuse treatment to the extent permitted by law and be informed of the medical consequences of his/her action.
4. to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives to the extent permitted by law.
5. to every consideration of his/her personal privacy concerning his/her own medical care program.
6. to expect reasonable safety insofar as the hospital practices and environment are concerned, to include a setting free from verbal or physical abuse or harassment.
7. to expect that all communications and clinical records pertaining to his/her care be treated as confidential, with the ability to access information contained in his/her clinical records within a reasonable time frame.
8. to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
9. to obtain from his/her physician complete, current information concerning his/her diagnosis, treatment in understandable terms.
10. to receive from his/her physician information necessary to give informed consent prior to the start of a procedure and/or treatment.
11. to expect that within its capacity the hospital must make reasonable responses to the requests of a patient for services.
12. to obtain information as to any relationship of the hospital to other health care or educational entities insofar as care is concerned.
13. to be advised if the hospital proposes to engage in or perform human experimentation affecting his/her care or treatment.
14. to expect reasonable continuity of care.
15. to examine and receive an explanation of his/her bill regardless of the source of payment.
16. to know what hospital rules and regulations apply to his/her conduct as a patient.
17. to treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin or sources of payment for care.
18. to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.
19. of access to people outside the hospital by means of visitors, and by verbal and written communication.
20. to consult with a specialist at his/her own request and expense.
21. to know if the hospital has relationships with outside parties (i.e. educational institutions, other health care providers, or insurers) that may influence his/her treatment and care.

### PATIENT RESPONSIBILITIES

#### The patient is responsible for:

1. providing, to the best of his/her knowledge, accurate and complete information about present complaints, past illness, hospitalization, medications, and other matters relating to his/her health.
2. following the treatment plan recommended by the practitioner.
3. reporting unexpected changes in his/her condition to the responsible practitioner.
4. making it known whether he/she clearly comprehends a contemplated course of action and what is expected of him/her. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable hospital rules and regulations.
5. keeping appointments and, when he/she is unable to do so for any reason, for notifying the responsible practitioner or the hospital.
6. for his/her actions if he/she refuses treatment or does not follow the practitioner's instructions.
7. assuring that the financial obligations of his/her health care are fulfilled as promptly as possible.
8. following hospital rules and regulations affecting patient care and conduct.
9. being considerate of the rights and property of other patients and hospital personnel and for assisting in the control of noise, smoking, and number of visitors.

### PATIENT PROBLEMS AND GRIEVANCES

At Martin County Hospital District we strive to provide the best patient care and have an active Guest Relations Program. However, if you should encounter a problem with your care or the care of a loved one, report the problem to the manager of the unit or department providing the service. If you still do not feel that the problem has been resolved to your satisfaction, you may; 1) contact the department director, 2) report the problem on your patient questionnaire, or 3) telephone or write a letter to the administration representative for that area of the hospital.