

PATIENT RIGHTS AND RESPONSIBILITIES

At St. Joseph Healthcare we believe deeply in the dignity of the individual and in the right of all persons to safe, self-directed, quality health care. It is our goal to provide you with considerate and respectful treatment while you are here. We are committed to preserving dignity and honoring personal values by protecting the rights of every patient. If, for any reason, you are not satisfied with your care, please

report it immediately to the Patient Advocate office at 207-907-1445 or 207-907-1752. If you have an immediate need during evening or weekend hours, please ask to speak to the Nursing Supervisor. Questions or concerns may also be addressed by calling the Maine State Division of Licensing and Certification at 1-800-383-2441 or 207-287-9308.

YOUR RIGHTS AS A PATIENT OF ST. JOSEPH HEALTHCARE

At St. Joseph Healthcare you have the right to:

- Receive considerate and respectful care in a clean and safe environment.
- Receive relevant, current and understandable information concerning diagnosis, treatment and prognosis.
- Discuss and request information related to the specific procedures and/or treatments, the risks involved, the possible length of recuperation and the medically reasonable alternatives and their accompanying risks and benefits.
- Know the identity of physicians, nurses and others involved in your care as well as when those involved are students, residents or other trainees.
- Know the immediate and long term financial implications of treatment choices, insofar as they are known.
- Make informed decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy, and to be informed of the medical consequences of this action. You have the right to receive other appropriate care and services that the hospital provides in case of such refusal.
- Be transferred to another facility when medically appropriate and legally permissible or when the patient has so requested.
- Receive complete information and explanation concerning the need for, risks, benefits and alternatives to a transfer to another facility.
- Expect that the hospital will make a reasonable response to a request for appropriate and medically indicated care and services.
- Receive information about or have an Advance Directive concerning treatment, or designating a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
- Maintain privacy while in the hospital and confidentiality of all information and records except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
- Review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- Ask and be informed of the existence of business relationships among hospitals, education institutions, other health care providers or payers that might influence the patient's treatment and care.
- Consent or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
- Expect reasonable continuity of care and to be informed of available and realistic care options when hospital care is no longer appropriate.
- Be informed of hospital policies and practices that relate to patient care, treatment, rights and responsibilities.
- Voice complaints and be informed of available resources for resolving disputes, grievances and conflicts.
- Be informed of hospital charges for services and available payment methods. Should a preventable mistake or adverse event (as defined by Maine State Law) occur resulting in serious harm, health care facilities are prohibited from receiving payment for health care services provided as a result of or to correct any such occurrence.
- Receive care committed to the prevention and management of pain.
- Have your family, psychosocial, spiritual and/or cultural preferences acknowledged and adhered to within the bounds of safe medical practice.
- Request a health care provider of your choice, change your provider, request a second opinion or specialist referral.
- Have language-interpreter and/or TDD services arranged by the hospital.
- Designate persons who visit or communicate with you.
- Receive equal treatment at all times and under all circumstances regardless of race, ethnicity, religion, national origin, gender, age, marital status, personal appearance, sexual orientation, veteran status, disability, infectious disease, political affiliation, source of income, place of residence, genetic information or other human attributes.
- Access protective services. A list of advocacy services will be provided upon request.
- File a complaint with the State Survey and Certification Agency. Information on filing a complaint will be provided upon request.
- Participate in ethical issues that arise in the provision of your care including ethics consultation.
- Be placed in protective privacy when considered necessary for your safety.
- Receive education and/or counseling.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care to make sure you are as comfortable as possible if you are at the end of life, including care for your physical, psychosocial and spiritual needs.

A designated surrogate or proxy decision-maker may exercise these rights on the patient's behalf if the patient lacks decision-making capacity, is legally incompetent or is a minor.

YOUR RESPONSIBILITIES AS A PATIENT OF ST. JOSEPH HEALTHCARE

At St. Joseph Healthcare you have the responsibility to:

- Provide, to the best of your ability, accurate and complete information about past illnesses, hospitalizations, medications and other health status matters.
- Participate effectively in decision making.
- Take responsibility for requesting additional information or clarification about your health status or treatment when you do not fully understand information and/or instructions.
- Report any changes in your condition or adverse effects of your treatment to your health care providers.
- Ensure the hospital has a copy of your written Advance Directive.
- Cooperate with your caregivers, follow the plan of care you, your physician and your health care providers have agreed upon and inform your health care providers if you anticipate problems in your ability to comply.
- Take responsibility for the results if you refuse treatment or choose not to follow your practitioners' instructions.
- Respect and make reasonable accommodation to the needs of the hospital, other patients, medical staff and hospital employees.
- Provide necessary information for insurance claims and for working with the hospital to make payment arrangements when necessary.
- Recognize the impact of your lifestyle on your personal health.
- Develop and maintain positive health practices.
- Treat physicians and health care providers with respect.
- Abide by local, state and federal laws.
- Follow hospital policies that affect patient care and conduct.
- Prevent knowingly spreading disease.
- Arrive as scheduled for appointments and cancel in advance appointments you cannot keep.

