

# Patient Rights & Responsibilities

## PATIENT RIGHTS

### You have a right to:

- considerate and respectful care and effective pain management, to the extent possible, provided by competent staff who recognize and respect your personal dignity, values, culture and beliefs.
- expect the medical center to respond to your requests for services, within its capacity, and to provide evaluation, service or referral based upon the urgency of your care needs.
- when medically permissible, be transferred to another facility that has agreed to accept you as a patient, provided you, your next of kin or your legally responsible representative has received information as to the need for and alternatives to such a transfer.
- have a family member or representative of your choice as well as your own physician notified promptly of your admission to the medical center.
- expect emergency procedures to be implemented without unnecessary delay.
- receive quality care that meets professional standards and is continually maintained and reviewed.
- impartial access to medically indicated treatment regardless of race, color, religion, sex, sexual preference, national origin or source of payment.
- know by name the physician responsible for coordination of your care and the identity of other healthcare staff who are providing your care.
- be provided understandable information about your diagnosis, treatment and prognosis, including information about alternative treatments and possible complications.
- be informed about and help make decisions about your care prior to the start of any procedure or treatment, except for emergencies.
- receive personal privacy, to the extent possible.
- keep and use personal clothing and items, unless this infringes on other's rights or is medically or therapeutically contraindicated. Our expectation is that valuables will not be kept at the medical center during your stay.
- have access to people outside the medical center by means of visitors, and by verbal or written communication, as your condition allows.
- the right to have pastoral care and other spiritual services.
- has the right to designate visitors who shall receive the same privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient by blood or marriage.
- not be awakened by medical center staff unless it is medically necessary.
- be free from needless duplicated medical or nursing procedures.
- receive medical and nursing treatment that avoids unnecessary physical or mental discomfort.
- to the extent possible, receive care in an environment that is safe, free from abuse, neglect or harassment, and free from restraints that are not medically or lawfully necessary.
- consideration of privacy in discussion of your case, consultation, examination and treatment.
- expect that all communications and records about your care be treated as confidential by the medical center, except when permitted or required by law or third party contractual agreements. Examples of required reporting are cases such as suspected abuse or neglect and public health hazards.
- know the rules and restrictions that apply to your conduct as a patient.
- be involved in ethical questions that may occur during your care, to include:
  - settling conflict
  - withholding resuscitation
  - refusing or stopping of life-sustaining treatment
- know if your physician is considering you as a part of a medical research or donor program, and the right to agree or decline to participate in the program.
- refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and to be informed by a physician of the right to refuse, as well as the medical consequences of the refusal.
- have an advance directive, such as healthcare power of attorney or living will, with the expectation that the medical center will honor the intent of that directive to the extent permitted by law and medical center policy.
- receive assistance in consulting with another physician, at your request and expense.
- have access, when possible, to an interpreter if you do not speak English.
- have access, upon request, to your medical records except when restricted by law or unless your attending physician restricts access due to sound medical reasons. Explanations or interpretations of your records should be obtained from your physician.
- be given upon your request and prior to treatment a reasonable estimate of charges for medical care.
- examine and receive a detailed explanation of your medical center bill, regardless of the source of payment for your care.
- receive information and counseling on the availability of known financial resources for your healthcare.
- receive information prior to discharge of your ongoing healthcare needs and instructions or resources to help you meet those needs.
- ask and be informed of the existence of business relationships among the medical center, educational institutions, other healthcare providers or payers that may influence your treatment and care.
- have access to protective services, if necessary. Information about available resources will be provided as needed or upon request.
- be informed of your rights at the earliest possible time during your hospitalization.

## PATIENT & FAMILY RESPONSIBILITIES

The care you receive at Stanly Regional Medical Center also depends on you. Within your abilities, you are expected to assume a share of the responsibility for your healthcare.

- 1 **Providing information.** You or your family are responsible for providing accurate and complete information about your present complaints, past illnesses, hospitalizations, medicines you take, things you are allergic to (including side effects to medicines) and any other matters relating to your health. You must report any perceived risks or unexpected changes in your condition to your doctor or nurse. Information that you can share with us about your healthcare situation is important to your care.
- 2 **Asking questions.** You and your family, as appropriate, must ask questions when you do not understand your care, treatment and services or what you are expected to do.
- 3 **Following instructions.** You or your family are responsible for following the treatment plan developed with your doctor and other healthcare personnel. You should express any concerns regarding your ability to follow your treatment plan. Every effort will be made to make your treatment plan specific to your needs and limitations.
- 4 **Accepting consequences.** You and your family are responsible for outcomes (what happens to you) if you or your family refuse the recommended care, treatment or service.
- 5 **Following rules and regulations.** You and your family must follow Stanly Regional Medical Center's rules and regulations. This includes, but is not limited to, using cell phones only in designated areas in the medical center and following the medical center's tobacco-free policy.
- 6 **Showing respect and consideration.** You and your family must be considerate of the medical center's staff and property, as well as other patients and their property. Please be considerate with regards to noise levels as well as the number of visitors. Keep appointments, and when this is not possible you are responsible to notify the healthcare provider.
- 7 **Meeting financial commitments.** You and your family should provide necessary information to ensure processing of medical center bills and make payment arrangements when necessary. Financial obligations are to be met promptly. You must complete any notification/certification procedures which your insurance carrier may require before or after your medical center admission/outpatient service.
- 8 **Advance directives.** Provide the medical center a copy of your written advance directive upon admission or as soon as possible, if you have executed such a document.

## We Want To Hear From You

We are always interested in knowing how well you think we are doing in providing your care while you are here. We want to know if you have any questions or concerns. Any compliments and complaints you have may be made to your nursing staff, the unit manager directly, or, by calling (704) 984-4349, to medical center administration. You may also call our customer service hotline at (704) 984-4389. While we would like to have the opportunity to assist you with any concerns about patient care and/or safety while in the hospital you have the right to file a complaint with the Division of Health Service Regulation by calling (800) 624-3004 or writing to the Division of Health Service Regulation, Complaints and Investigations, P.O. Box 29530, Raleigh, NC 27626-0530. For a Joint Commission- accredited health care organization the public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints by calling (800) 994-6610 or emailing [complaint@jcaho.org](mailto:complaint@jcaho.org).

