

PATIENT RIGHTS & RESPONSIBILITIES

Schneider Regional Medical Center is dedicated to serving the whole patient regardless of race, creed, social or economic status, believing that the rights and dignity of every patient must be protected and promoted with care. The hospital, health center and institute endeavor to protect the patient's rights to privacy and keep patient records and communications confidential, in accordance with professional ethics and the law. Schneider Regional Medical Center is committed to safeguarding the right of each patient to information about and participation in decisions regarding medical care, and to promoting respect and dignity for all individuals. In the case of a minor, the following rights and responsibilities are afforded the patient's parent or guardian.

You Have the Right To:

- Considerate and respectful care, which optimizes your comfort and dignity throughout your treatment.
- Access to treatment regardless of gender, age, disability, ethnicity, religion, or source of payment. This includes the right to supportive social and pastoral services that respect your personal value and belief system.
- Expect that every attempt will be made to provide an interpreter, if your spoken language is not English, or if you are deaf or hearing impaired.
- Receive aggressive, timely and appropriate pain management when indicated.
- Participate in the consideration of ethical issues that arise in the course of your care.
- Personal privacy and confidentiality. Be free from all forms of abuse or harassment, including the right to access protective services, if needed.
- Receive information about, and an explanation of, your hospital bill.
- Request a copy of your completed medical record and obtain the copy within a reasonable timeframe.
- To know if this hospital/health center has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers, or insurers.

- Be treated by skilled, compassionate, caring physicians, nurses, and hospital staff.

- Know the names and roles of the providers caring for you.

- Be well informed about your illness, possible treatments, likely and unanticipated outcomes, and to discuss this information with your healthcare provider.

- Be advised if the hospital/health center proposes to engage in research projects affecting your care or treatment, and the right to refuse to participate in such studies without compromising the quality of care you receive.

- Receive a high standard of patient care and safety while in the hospital setting. The hospital/health center, your doctor, and health care professionals will protect your safety and security as much as possible.

- Be free from chemical or physical restraint except as authorized by a physician or in an emergency when necessary to protect you or others from injury.

- Receive appropriate discharge teaching and instruction for self-care, including awareness of community resources available to provide supportive care.

- Act in partnership with your health care providers to make decisions regarding your care.

- "Advance Directives": you have the right to formulate an Advance Directive or to appoint a surrogate to make health care decisions on your behalf.

- Informed consent, including the right to have treatment options explained so that you understand the benefits, risks, and treatment choices.

- Refuse treatment to the extent permitted by ethics and law, and to be informed of the medical consequences of your action.

- To obtain pertinent information as to any relationship of this hospital/health center and other health care institutions which may affect your care.

It Is Your Responsibility To:

Be Part of Your Care

- Be as accurate and complete as possible when providing medical history and treatment information.

- Inform your health care provider if you have any questions regarding care and treatment.

- Partner with the health care providers to develop an appropriate plan of care.

- Participate in the designated plan of care.

- Notify your health care providers if the designated plan of care cannot be followed.

- Provide a copy of your "Advance Directive" to the hospital/health center.

- Notify your health care providers or the Patient Representative at 776-8311x5091 if you are not satisfied with the care you received.

Respect and Consider the Rights of Others

- Be considerate of the rights of other patients and their families.

- Be considerate of the physicians and hospital/health center personnel.

- Provide the hospital/health center with accurate and timely information concerning the sources of payment and ability to meet financial obligations associated with care.

Ensuring a Safe Hospital Stay

- The single most important way you, as a patient, can help to prevent errors is to be an active member of your health care team. **Speak up!** if you have any questions or concerns.

• Discuss your concerns with your nurse, physician, or if you have a commendation or complaint about the quality of your care, you may call the Hospital Operator to page the Patient Representative or after hours, page the Nursing Supervisor. At Myrah Keating, contact the Administrator. At Charlotte Kimelman Cancer Institute, contact the Administrative Director.