

# PATIENT Rights & Responsibilities

## Patient Rights

Patients have a right to expect certain things about the care they will receive at Mon Health. **Included among these rights are the following:**

1. The patient has the right to the hospital's reasonable response to requests and needs for treatment or service, within the hospital's capacity, its stated mission, and applicable law and regulations.
2. The patient has the right to considerate and respectful care, which includes consideration of the psychosocial, spiritual, and cultural variables that influence the perceptions of illness and which optimizes the comfort and dignity of the dying patient through the:
  - a) treatment of primary and secondary symptoms that respond to treatment as desired by the patient or surrogate decision maker;
  - b) effective management of pain; and
  - c) acknowledgement of the psychosocial and spiritual concerns of the patient and the family regarding dying and the expression of grief by the patient and family.
3. The patient has the right, in collaboration with his/ her physician, to make decisions involving health care, including:
  - a) the right to accept medical care or to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such refusal, and
  - b) the right to formulate advanced directives and appoint a surrogate to make healthcare decisions on his or her behalf to the extent permitted by law.
4. The patient has the right to the information necessary to enable him/her to make treatment decisions that reflect his or her wishes.
5. The patient has the right to information, at the time of admission, about the hospital's patient rights policy, and the mechanism for the initiation, review, and when possible, resolutions of patient complaints concerning the quality of care.
6. The patient, or the patient's designated representative, has the right to participate in the consideration of critical issues that arise in the care of the patient.
7. The patient has the right to be informed of any human experimentation or other research/educational projects affecting his or her care or treatment.
8. The patient has the right, within the limit of law, to personal privacy, confidentiality of information, and access to information contained in the patient's medical record.
9. The patient's Medical Power of Attorney, or if there is none, then a guardian or physician appointed surrogate, has the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been adjudicated incompetent in accordance with the law, is determined by his or her physician to lack decision-making capacity, or is a minor.
10. The patient and family have the right to be notified of an unexpected outcome in care and should receive a truthful and compassionate explanation about the outcome and available remedies, if applicable, to the patient.
11. The patient has the right to have his or her family and physician promptly notified of his or her admission to the hospital.
12. The patient has the right to report a complaint and have it responded to in a timely manner. The grievance will be investigated in a timely manner and follow up completed in writing by the appropriate parties involved with the grievance.

## Patient Responsibilities

In addition to having rights, patients also have responsibilities to assist in assuring that their care, and the care of other patients, is provided appropriately. **Included among these responsibilities are the following:**

1. The patient has the responsibility to bring with him/her information about past illnesses, hospitalizations, medications, and other matters relating to his/her health to the best of his/her ability.
2. The patient has the responsibility to cooperate with all of the hospital personnel caring for him/her, and to ask questions if he/she does not understand any information, recommendations, or instructions given.
3. The patient has the responsibility to be considerate of other patients and to see that his/her visitors are considerate as well, particularly in regard to noise, and the number of visitors.
4. The patient has the responsibility to keep appointments or to notify the hospital in a timely fashion when he/she cannot keep a scheduled appointment.
5. The patient has the responsibility to be prompt in the payment of hospital bills, to provide the information necessary for insurance processing, and to be prompt about asking questions he/she may have concerning the bill.
6. The patient has the responsibility to be respectful of others, of other people's property and that of the hospital.
7. The patient has the responsibility to abide by hospital rules and regulations and to see that his/her visitors do likewise.
8. The patient has the responsibility to help his/her doctors, nurses and allied medical personnel in their efforts to return him/her to health by following their instructions. The patient and family are responsible for reporting perceived risks in the patient's care and unexpected changes in the patient's condition.
9. After leaving the hospital, the patient has the responsibility to maintain the treatment recommended by his/her doctor and to notify him/her of any changes. The patient and family are responsible for outcomes if they do not follow the care, service or treatment plan.
10. The patient has the responsibility of informing the Unit Director, The Nursing Supervisor, or the Compliance Hotline at 1-877-777-0787 as soon as possible if he/she believes any of his/her rights have been, or may be, violated. Any part of this statement of rights and responsibilities may be discussed with the patient's doctor or the head nurse on the unit.

*The patient's Medical Power of Attorney or surrogate decision maker assumes the above responsibilities for the patient if the patient has been found by his or her physician to be incapable of understanding these responsibilities, has been judged incompetent in accordance with law, or exhibits a communication barrier.*

*Mon Health prohibits discrimination based on age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.*

For any complaints about clinical care for Medicare beneficiaries, patients may call the Livanta, BFCC-QIO Program, Area I, 9090 Junction Drive, Suite 10, Annapolis Junction, MD 20701  
1-866-815-5440

Issues concerning safety and quality of care may be reported online, by fax, or by mail:

**ONLINE:** At [www.jointcommission.org](http://www.jointcommission.org), using the "Report a Patient Safety Event" link in the Action Center on the homepage of the website.

**FAX:** 630-792-5636

**MAIL:**  
Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Blvd.,  
Oakbrook Terrace, IL 60181

-- OR --

DNV GL Healthcare USA, Inc.  
400 Techne Center Drive, Suite 100  
Milford, OH 45150

**PHONE:** 866-523-6842  
**FAX:** 513-947-1250

**EMAIL:** [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)

**ONLINE:**  
<https://www.dnv.us/assurance/healthcare>

Reports of patient safety events to The Joint Commission or DNV must include the health care organization's name, street address, city and state.

In the course of evaluating a report, The Joint Commission or DNV may share the information with the organization that is the subject of the report.

Patient safety event reports can be submitted anonymously and confidentially. However, those who provide their name and contact information enables The Joint Commission or DNV to contact them for more information, if necessary, and to confirm how the report is handled.