

PATIENT SAFETY: KNOW YOUR PATIENT RIGHTS



MIDLAND HEALTH

It is very important for you to know your rights as a patient, and the Centers for Medicare and Medicaid Services (CMS) has requirements for all hospitals to follow regarding patient rights. During the registration process, Midland Memorial Hospital will provide a copy of the Patient Rights form to you. If you do not receive a copy, please do not hesitate to ask for one.

The following is a list of the rights that can be found in the “fine print” of the Patient Rights:

Communication

- have a patient representative that you choose, or your doctor notified when you are admitted to the hospital. Your patient representative may act on your behalf to assert or protect your patient rights.
- have interpretation and translation services, free of charge, if you are not fluent in English or are hearing impaired to ensure full understanding of your plan of care so you can make informed decisions.
- have the right to limit who knows about your admission to the hospital, and decide if you want visitors or not.

Informed decisions

- participate in making decisions regarding your plan of care.
- make choices about your care based on spiritual and personal values. o to request care, refuse care.

Privacy and Confidentiality

- may be interviewed, examined, and discuss your care in private.
- expect all communication and personal health information to be confidential.

Advance Directives

- to create advance directives, which are legal papers that allow you to decide now what you want to happen if you are no longer healthy enough to make decisions about your care.
- have the hospital staff comply with these directives.

Care Delivery

- to receive care in a safe setting, free from any form of abuse, harassment, and neglect. o to receive kind, respectful, safe, quality care delivered by skilled staff.
- to know the names of the doctors and staff that are providing care to you.
- to receive proper assessment and management of pain, including the right to request or reject any or all options to relieve pain.
- to receive care free from restraint or seclusion unless necessary to provide medical, surgical, or behavioral health care.

Care Planning

- to receive a proper medical screening exam to determine treatment
- participate in the care that you receive in the hospital.
- to receive instructions on follow-up care and participate in decisions about your plan of care after you have been discharged.
- receive prompt and safe transfer to the care of another health facility when the hospital is unable to meet your request or need for care or services.

Visitors

- to designate, and receive visitors (subject to justified clinical restrictions which may be imposed on your visitation rights to provide safe care to you or other patients). o to withdraw or deny consent to visitors at any time.
- to appoint a family member, friend or other individual who is at the hospital to be the support person who may exercise your visitation rights on your behalf if you are unable to do so.

Hospital Bills

- to review, obtain, request, and receive a detailed explanation of your hospital charges and bills.
- to receive information and counseling on ways to help pay for the hospital bill

Medical Records

- to reasonable, timely access to information contained in your medical records.

Complaints and Grievances

- Complaints that are received are viewed as opportunities to improve patient care, communication and the services rendered. All patients, families, and representatives have the right to present complaints and receive a response, without compromising the individual's access to care.

The Joint Commission developed an initiative called SPEAK UP to urge patients to take an active role in their health care team. The SPEAK UP program has helped in preventing health care errors because the patient is an involved and informed participant in their plan of care.

- S** Speak up if you have questions or concerns. If you still don't understand, ask again. It is your body and you have the right to know.
- P** Pay attention to the care you get. Always make sure you are getting the right treatments and medicines by the right health care professionals. Don't assume anything.
- E** Educate yourself about your illness. Learn about the medical tests you get, and your treatment plan.
- A** Ask a trusted family member or friend to be your advocate (advisor or supporter).
- K** Know what medicines you take and why you take them. Medicine errors are the most common health care mistake.
- U** Use a hospital, clinic, surgery center, or other type of health care organization that has been carefully checked out. Midland Memorial Hospital is accredited by Det Norske Veritas (DNV).
- P** Participate in all decisions about your treatment. You are the center of the health care team.

In this day and age, healthcare has evolved from the “doctors and nurses know everything and will take care of me” to the “I need to know about my health and we are a team” attitude. Please stop by the Quality Management booth at Healthy U. We will have lots of goodies and information to hand out.

References: Centers for Medicare and Medicaid Services (CMS) Conditions of Participation DNV NIAHO Accreditation Requirements, The Joint Commission