

PATIENT RIGHTS AND RESPONSIBILITIES (6/19)

In recognition of your rights as a patient and of its responsibility to provide quality health care, Beebe Healthcare protects and promotes these rights for all patients and their visitors. Should you need clarification or have a concern about your rights or responsibilities, please contact the Patient Experience Representative, 645-3547 (ext. 3547) or the hospital Nursing Supervisor, 645-3300 (ext. 3300).

YOU HAVE THE RIGHT TO:

- ◆ dignified and respectful care regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression
- ◆ have your communication needs met—such as interpreter services, large print documents, etc.
- ◆ be well-informed by your doctor about your illness, possible treatments, and likely outcome
- ◆ receive care that respects your cultural and personal values, beliefs, and preferences
- ◆ consent to or refuse a treatment, as permitted by law, throughout your admission
- ◆ involve a surrogate decision maker if you are unable to make decisions about your care, treatment, and services. When a surrogate decision-maker is responsible for making care, treatment, and services decisions, the hospital respects the surrogate decision-maker's right to refuse care, treatment, and services on the patient's behalf, in accordance with law and regulation
- ◆ know the name and professional role of your healthcare provider
- ◆ participate in the development and implementation of your plan of care
- ◆ request consultation with another physician; have your own physician notified of your admission
- ◆ be free from restraints of any form that are not medically necessary
- ◆ personal privacy during all patient care activity, and when requested
- ◆ have the presence of a support person (family, friend or other individual) unless the individual's presence infringes other's rights, safety or is medically or therapeutically contraindicated; have the family involved in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation
- ◆ have a chaperone present during intimate exams, especially for a pediatric or infirmed adult patient
- ◆ to be informed about unanticipated outcomes of care, treatment, and services related to sentinel events if you are not already aware of the occurrence or when further discussion is needed
- ◆ receive care in a safe setting including freedom from all forms of abuse, neglect or harassment; should you have a concern relating to your safety, please contact the Patient Safety Line at 645-3212 (ext. 3212) at any time
- ◆ access protective services when necessary
- ◆ expect that all treatment records and medical care are confidential, unless you have given permission for release of information or reporting that is required by law
- ◆ review your medical records and have the information explained
- ◆ receive necessary health services to the best of Beebe's ability; treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
- ◆ expect a quick, effective and concerned response to reports of pain
- ◆ accommodation of religious and other spiritual services
- ◆ access, request amendment to, and obtain information on disclosures of your health information, in accordance with law and regulation
- ◆ consent or decline to take part in research affecting your care; if you choose to decline, you will receive the most effective care the hospital provides
- ◆ be told of realistic care alternatives when hospital care is no longer appropriate
- ◆ know about hospital rules that affect you and your treatment, charges and payment methods
- ◆ know that you may access Beebe's Ethics Committee for guidance on ethical issues

- ◆ Voice any concern or complaints with any representative of Beebe Healthcare; if you are not satisfied with the outcome, a formal grievance can be filed with the Patient Experience Department, 645-3547, (Ext.3547), or any member of the management/administration team. If you choose, you have the right to contact the Delaware Office of Health Facilities Licensing and Certification at (302) 283-7220 or 1-(800) 942-7373, 258 Chapman Road, Chopin Building, Suite 101, Newark, DE 19702 or The Joint Commission at (800) 994-6610, One Renaissance Blvd., Oakbrook Terrace, IL 60181.
- ◆ File a complaint regarding any “unprofessional conduct” as defined by the Delaware Code Title 24 Chapter 17 of any licensed healthcare practitioner with the Delaware Department of State: Division of Professional Regulations at 302/744-4500 and completing the “Statement of Complaint” form on line at customerservice.dpr@state.de.us
- ◆ File a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, by mail or phone at U.S. Department of Health and Human Services 200 Independence Ave. SW Room 509F HHH Building Washington DC 20201 1-800-368-1019 or 1-800-537-7697 (TDD) or electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> if you believe Beebe Healthcare has discriminated against you on the basis of race, color, national origin, age, disability, sex, religion, and exercise of conscience.
- ◆ know if Beebe Healthcare has relationships with outside parties that may influence your treatment and care
- ◆ have an advance directive (End of Life Instructions (Living Will) or Power of Attorney for Health Care) and have your expressed wishes honored in accordance with law and regulation, and the hospital’s capabilities

YOU HAVE THE RESPONSIBILITY TO:

- ◆ provide to the best of your ability, information about your past illnesses, hospitalizations, medications and other matters relating to your health
- ◆ provide the hospital a copy of your advance directive
- ◆ report you have pain as soon as you experience it
- ◆ ask questions when you do not understand information or instructions
- ◆ be considerate of the property and rights of other patients, staff and the hospital
- ◆ follow hospital rules and regulations (including no smoking) developed to assure rights of all patients
- ◆ recognize the effect of your actions on your personal health
- ◆ provide information for insurance and for working with the hospital to arrange payment when needed
- ◆ respect the confidentiality of other patients
- ◆ inform the Beebe Healthcare Nursing Supervisor or Patient Representative as soon as you believe that any of your rights have been violated