

# Patients Rights

## Responsibilities & Advance Directives

### PATIENT RIGHTS & RESPONSIBILITIES

Peninsula Regional Medical Center wants you to have the best possible care as prescribed or recommended by those who are treating you. We want you to know what your rights are as a patient, as well as what your obligations are to yourself, your physician and the Medical Center. We encourage you to talk openly with those involved in your care.

### YOU HAVE THE RIGHT:

- To be informed in advance of receiving care of your rights as provided under federal and state rules and regulations.
- To complain about your care without fear of recrimination or penalty, and to have your complaints reviewed, and if possible, resolved.
- To make informed decisions regarding your health care after receiving the following information with regard to proposed procedures and/or treatments.
  - △ A description of the nature and purpose of the procedure or treatment;
  - △ The possible benefits;
  - △ The known serious medical side effects, risks or drawbacks;
  - △ Alternative procedures or treatments;
  - △ The likelihood of success; and
  - △ What may happen if the treatment or procedure is not performed
- To receive complete and accurate information concerning your diagnosis, treatment, prognosis and any unanticipated outcome if they should occur in terms that you or your legal representative can understand.
- To refuse treatment.
- To participate in the development and implementation with your physician and other health care providers in planning your health care treatment.
- To formulate advance directives and to have the Medical Center and practitioners who provide care in the Medical Center comply with these directives in accordance with federal and state rules and regulations.
- To appoint a person to make health care decisions on your behalf in the event you lose the capacity to do so (durable power of attorney for health care decisions).
- To have a family member or representative of your choosing and your own physician notified promptly of your admission to the hospital, if you so direct.
- To receive care in a safe setting, free of abuse, harassment and discrimination.
- To personal privacy and privacy of your Personal Health

Information (PHI) consistent with appropriate medical care and in accordance with federal and state rules and regulations.

- To have all communications and records related to your care kept confidential according to Medical Center policy and in accordance with federal and state rules and regulations.
- To have access to the information contained in your medical record within a reasonable time frame. Copying costs will be charged in accordance with federal and state rules and regulations.
- To be free of restraint, unless the use of restraints is necessary for your well being. Should the use of restraints become medically necessary, your physician will be contacted as soon as possible, the least restrictive manner of restraint will be utilized in accordance with safe and appropriate restraint techniques, and the use of restraints will be terminated at the earliest possible time.
- To be free from seclusion and restraints imposed as a means of coercion, discipline, convenience or retaliation. Seclusion or restraints will only be used in an emergency situation if needed to ensure you physical safety and less restrictive interventions have been determined by your physician to be ineffective.
- To have access to supportive care including appropriate management of pain, treatment of uncomfortable symptoms and support of your psychological and spiritual concerns and needs.
- To have access to resources regarding medical ethics issues.

### YOU HAVE THE RESPONSIBILITY:

- To know and follow Medical Center rules and regulations.
- To give cooperation and follow the care prescribed or recommended for you by your physician, nurse or allied health personnel.
- To notify your physician or nurse if you do not understand your diagnosis, treatment or prognosis.
- To ask your physician or nurse what to expect regarding pain and pain relief measures; to ask for pain relief when your pain first begins; to help your physician and nurse evaluate your pain; and to tell them if your pain is not relieved.
- To let the nurse and your family know if you feel you are receiving too many visitors or telephone calls.
- To respect the privacy of your roommate.
- To accept the financial obligation associated with your health care.

- To advise the nurse or physician of any dissatisfaction you may have in regard to your care at the hospital as soon as the dissatisfaction occurs.
- To be considerate of the rights of other patients and hospital personnel, to assist in the control of noise.
- To follow the Medical Center's smoking, visitor and other policies.
- To provide the name(s) of any individual(s) who you authorize to have information provided to.

## COMPLAINT RESOLUTION

Peninsula Regional Medical Center strives to deliver exceptional care and service to all of our patients; however despite our best efforts, there may be occasions when you or your family member feels we have not met this goal. Peninsula Regional Medical Center has developed a process to review and resolve all patient complaints and grievances in a timely fashion in compliance with federal law. Should you have a complaint or grievance, please ask to speak with the Department Director or Clinical Manager of the nursing unit immediately. If these individuals are unavailable, a Nursing Supervisor is available 24 hours a day, 7 days a week and should be paged. Our goal is to keep the lines of communication open in order to address your complaint. You will be provided information relating to the complaint review and resolution process after speaking with the Department Director, Clinical Manager or Nursing Supervisor.

## FALL PREVENTION

Accidental falls may occur in the hospital for a variety of reasons including the medications, which may be prescribed during your hospitalization or your illness. We have attempted to make your environment as safe as possible and by following these safety guidelines you and your family may help further reduce your risk of falling:

- Please use your call light if you need assistance and then wait for the nurse to arrive to help you. Remain lying or seated while waiting for assistance. If you need additional instructions on how to use your call light please ask your nurse.
- Walk slowly and carefully when out of bed. Do not lean or support yourself on rolling objects such as I.V. poles or your bedside table.
- Ask the nurse to help if you feel dizzy or weak getting out of bed. You are more likely to faint or feel dizzy after sitting or lying for a long time.

- We recommend you wear rubber-soled or crepe-soled slippers or shoes whenever you walk in the Medical Center. Slippers are available for your use should you not have appropriate footwear.
- Always follow your physician's orders and the nurse's instructions regarding whether you must stay in bed or require assistance to go to the bathroom.
- Do not tamper with side rails or other protective devices that may be in use as safety precautions. Side rails and protective devices are reminders to stay in bed and are designed to ensure your safety.

Medical Center staff cannot remain constantly at the patient's bedside, therefore arrangements may need to be made for a family member to stay with the patient should the need arise.

## HELP PREVENT ERRORS IN YOUR CARE

Everyone has a role in making health care safe. At Peninsula Regional Medical Center providing safe and effective health care is our priority. You, as the patient, can also play an active role in making your care safe by becoming an active, involved and informed member of your health care team.

### To help prevent health care errors, we encourage you to "Speak Up"

**S**peak up if you have questions or concerns and if you don't understand, ask again. It is your body and you have a right to know.

**P**ay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

**E**ducate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**A**sk a trusted family member or friend or your health care agent to be your advocate.

**K**now what medications you take and why you take them. Medication errors are the most common health care mistake.

**U**se a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

**P**articipate in all decisions about your treatment. You are the center of the health care team.

**Identification Band:** As an inpatient, you will be given a plastic ID bracelet that shows your name, Medical Record number and bar code for medication administration. Please wear it on your wrist during your entire stay in order to help staff coordinate the services you receive.

## ADVANCE DIRECTIVE FOR HEALTH CARE

The Patient Self-Determination Act, a federal law and The Health Care Decision Act, a Maryland law provide that you have the right to make health care decisions in advance through a document called an "Advance Directive For Health Care".

There are two types of written directives regarding future health care decisions:

1. An **Advance Directive For Health Care** allows you to give health care instructions and appoint a health care agent to carry out these health care instructions should you become incapable of expressing your own wishes. You can make decisions about the future use of life-sustaining procedures in the event you have a terminal condition, if you are in a persistent vegetative state or if you have an end-stage condition.

In addition, you may choose to use an Advance Directive to make other health care decisions.

2. A **Living Will** allows you to make decisions about life-sustaining procedures if, in the future, your death from a terminal condition is imminent despite the application of life-sustaining procedures or you are in a persistent vegetative state.

A Living Will will not allow you to make decisions about future life-sustaining procedures in the event you have an end-stage condition and your physician must obtain the consultation of another physician in order to honor your wishes.

In order to honor your wishes as set forth in your Advance Directive For Health Care or Living Will, a copy of the document must be placed on your medical record.

We encourage all patients to take an active role in directing the course of your medical treatment decisions. If you would

like more information regarding an Advance Directive For Health Care, please contact the Pastoral Care Department at 410-543-7157, Monday - Friday 8 a.m. - 4 p.m. At all other times, dial "0" and ask for the on-call Chaplin.

## PATIENT COMPLAINTS OR CONCERNS

Peninsula Regional Medical Center strives to deliver exceptional care and service to all of our patients, however- despite our best efforts- there may be occasions when you or your family member believe we have not met this goal. Every patient has the right to file a complaint with any Medical Center employee. Peninsula Regional employees will work with their departmental manager to address your complaint or concern in a timely and reasonable manner. We encourage our patients to immediately report any concerns regarding patient care and safety. Depending on the nature of the complaint, the patient should discuss concerns with:

- Their physician
- Their nurse or other health care provider
- An appropriate manager (such as food services, environmental services, etc.)

If these individuals are unavailable, a Nursing Supervisor is always available by dialing "0" for operator and having them paged 24 hours a day, 7 days a week. You may also contact the Patient Satisfaction office Monday - Friday from 7:30 a.m. to 4:30 p.m. at 410-543-7212 (or extension "6100" from your Medical Center room). The sooner we become aware of your concerns the better opportunity we have to reach a satisfactory outcome.

If your concerns are not resolved through our Medical Center resources you may also contact the Maryland Department of Health and Mental Hygiene, Office of Health Care Quality, Spring Grove Center, Bland Bryant Building, 55 Wade Avenue, Catonsville, Maryland 21228. You may call them at 1-877-402-8218 or 410-402-8016. You may also contact the Joint Commission, Office of Quality Monitoring, One Renaissance Blvd. Oakbrook Terrace, IL 60181; call them at 1-800-994-6610 or email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

OUR EXPERIENCE MAKES YOUR EXPERIENCE BETTER



100 East Carroll Street • Salisbury, MD 21801-5493  
410-546-6400 • 1-800-955-PRMC (7762)

[www.peninsula.org](http://www.peninsula.org)