

Patients Rights & Responsibilities

PATIENT RIGHTS & RESPONSIBILITIES

Peninsula Regional Medical Center, in recognition of your rights as a patient and as its responsibility to provide quality healthcare, affirms these rights for all patients. We expect that you will receive considerate, safe, dignified and respectful care.

YOU HAVE THE RIGHT:

1. To be informed of your rights in a manner you understand prior to receiving or discontinuing care.
2. To know the name and role of your healthcare team members and to be kept informed by your healthcare team about your illness, possible treatments and likely outcome.
3. To actively participate in the development, implementation and revision of your plan of care.
4. To make informed decisions regarding your healthcare.
5. To be informed of your health status, diagnosis and prognosis.
6. To request or refuse treatment, including the right to refuse to participate in medical research.
7. To formulate an advanced directive and to have the Medical Center healthcare providers comply with these directives in accordance with Federal and State Rules and Regulations.
8. To have a family member, or an individual of your choosing, and your own physician notified promptly of your admission to the hospital.
9. To receive care in a safe setting free from all forms of abuse, harassment and discrimination.
10. To be free from physical and mental abuse and corporal punishment.
11. To be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.
12. To receive care that does not discriminate based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.
13. To personal privacy.
14. To confidentiality of your clinical record and your Protected Health Information (PHI). If you have questions or concerns about your privacy and confidentiality contact our Privacy Officer at 410-543-7194.
15. To have access to the information contained in your medical record within a reasonable time frame.
16. To choose who you would like to visit you as well as deny visitation rights.

17. To have access to supportive care including appropriate management of pain.
18. During your stay, to voice any concerns or complaints with any Representative of the Medical Center and to have it addressed promptly. For assistance:
 - Ask for the Clinical Leader or Supervisor of the Unit or Department
 - Dial 6100, at any time, from your phone in your room.
 - To contact us in writing, mail your concerns to:
Peninsula Regional Medical Center
c/o Patient Experience
100 East Carroll Street
Salisbury, MD 21801
 - To contact us about your concerns after your discharge:
By telephone: The Patient Experience Line
410-543-7212

By email:

www.peninsula.org/patientsvisitors/compliments-concerns

- To contact other agencies:
Maryland Department of Mental Health and Hygiene
Bland Bryant Building
55 Wade Avenue
Catonsville, MD 21228
877-402-8218 or 410-402-8016

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
www.jointcommission.org

YOU HAVE THE RESPONSIBILITY:

1. To provide, to the best of your ability, information about your past illness, hospitalizations, medications and other matters relating to your health.
2. To report if you have pain as soon as you experience it.
3. To cooperate on a mutually accepted course of treatment.
4. To ask questions if you do not understand information or instructions.
5. To provide the name(s) of any individual(s) whom you authorize to have information regarding your course of treatment.
6. To follow the Medical Center rules and regulations (including smoke & tobacco free policy).
7. To respect the privacy and confidentiality of other patients.
8. To be considerate of the property and rights of other patients and hospital personnel.
9. To assist in the control of noise.
10. To accept the financial obligation associated with your healthcare.

Should you need clarification or if you feel your rights have been violated, please ask to speak with the Clinical Leader or Supervisor; or Dial 6100 for assistance.