

Patient Rights & Responsibilities

Peninsula Regional Health System, 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 TO:

1. Receive considerate, respectful, and compassionate care;
2. Be provided care in a safe environment free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse;
3. Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor;
4. Be free from restraints and seclusion unless needed for safety;
5. Be told the names and jobs of the health care team members involved in your care if staff safety is not a concern;
6. Have respect shown for your personal values, beliefs, and wishes;
7. Be treated without discrimination based on race, color, national origin, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, language, or ability to pay;
8. Be provided a list of protective and advocacy services when needed;
9. Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded;
10. Receive information in a manner that is understandable to you, which may include:
 - a. Sign and foreign language interpreters;
 - b. Alternative formats, including large print, braille, audio recordings, and computer files; and
 - c. Vision, speech, hearing, and other temporary aids as needed, without charge;
11. Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, possible outcomes of care, and unanticipated outcomes of care;
12. Access your medical records in accordance with HIPAA Notice of Privacy Practices;
13. Be involved in your plan of care;
14. Be screened, assessed, and treated for pain;
15. Refuse care;
16. In accordance with hospital visitation policies, have an individual of your choice remain with the patient for emotional support during your hospital stay, choose the individuals who may visit the patient, and change your mind about the individuals who may visit;
17. Appoint an individual of your choice to make health care decisions for the patient, if the patient is unable to do so;
18. Make or change an advance directive;
19. Give informed consent before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care;
20. Agree or refuse to take part in medical research studies, without the agreement or refusal affecting your care;
21. Allow or refuse to allow pictures of the patient for purposes other than your care;
22. Expect privacy and confidentiality in care discussions and treatments. If you have questions or concerns about your privacy and confidentiality contact our Privacy Officer at 410-543-7194.
23. Be provided a copy of the Health Insurance Portability and Accountability Act Notice of Privacy Practices; and

24. File a complaint about care and have the complaint reviewed without the complaint affecting your care.

CONTACT US:

During your stay, please voice any concerns or complaints with any representative of the Medical Center 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: patient.experience@peninsula.org

- To contact other agencies:

Maryland Department of Health Office of Health Care Quality

Hospital and HMO QA Unit

7120 Samuel Morse Dr. 2nd floor

Columbia, MD 21046-3422

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 TO:

1. Provide a complete and accurate health history including medications and contact information.
2. Provide necessary information for insurance claims. If needed, ask to speak with a financial counselor for assistance.
3. Bring a copy of your advance directives when you come into a Peninsula Regional office so it can be scanned into the medical record. Advance Directives describe to your doctors and your family what kind of treatments you want in case you become unable to make decisions for yourself. Speak to your medical provider if you have questions.
4. Be respectful of your care team, staff and other patients.
5. Control noise, limit the number of visitors, and do not use profanity.
6. Protect your belongings. Send them home if possible. Ask for containers for your glasses, dentures and hearing aids.
7. Participate in your treatment plan. Discuss goals for recovery. Ask questions if you do not understand.
8. Take responsibility for understanding the risks of refusing treatment including: not following provider's instructions, not going to scheduled appointments, not filling prescriptions and not taking your prescribed medications.
9. Refrain from using tobacco, vaping, e-cigarettes and other nicotine products while on Peninsula Regional properties.
10. Refrain from videotaping and recording of any staff, providers or physicians without the consent of those involved.
11. Refrain from bringing handguns, knives or other weapons on Peninsula Regional properties.
12. Refrain from aggressive behavior- verbal or physical. Peninsula Regional has a zero tolerance for aggressive behavior. Any physical assault will be reported and Security will be contacted.