

# PATIENT RIGHTS

## Southwest Mississippi Regional Medical Center believes that as a patient:

- You have the right to reasonable access to care and services based on the individual's need for services, and in accordance with the Hospital's mission, including matters of conscience, and applicable laws and regulations regardless of race, sex, religion, handicap or ability to pay.
- You have the right to receive information and explanation concerning the need for and alternatives for care prior to transfer to another facility when necessary and medically permissible.
- You have the right to expect that a family member or authorized representative and your own physician (as identified by you or your authorized representative) will be notified promptly of your admission to the hospital, unless you request this not to be done.
- You have the right to considerate and respectful care including consideration of your psychosocial, spiritual, and cultural needs.
- You have the right to receive care in a safe setting.
- You have the right to an appropriate assessment and management of pain.
- You have the right to have issues related to care at the end of life addressed with sensitivity.
- You have the right to be informed about and participate in decisions regarding your care.
- You have the right to accept medical care or to refuse medical treatment to the extent permitted by law and to be informed of the medical consequences of such refusal.
- You have the right to be free from restraint or seclusion that is not medically and/or legally necessary.
- You have the right to formulate advance directives, including but not limited to individual instructions and/or appointment of a health care agent through execution of a durable power of attorney for health care. You shall receive care regardless of whether or not you have advance directive. Your advance directives will be made a part of your medical record and they can be reviewed with you or your authorized decision-maker periodically. The facility and caregivers will follow your advance directives to the extent permissible by policy and law. You also have the right to designate a surrogate to make health care decisions for you when you cannot.
- You have the right to a clear, concise explanation of your condition and any prognoses in terms and language that you can reasonably understand.
- You have the right to know the identity and professional status of individuals providing service to you and know the physician or any other practitioner primarily responsible for your care.
- You have the right to participate in the consideration of ethical issues that arise in regard to your care. If assistance is needed in regard to ethical issues ask your nurse or physician, or call the operator 'O'.
- You have the right to timely resolution of any complaints or grievances regarding your care or services provided. If assistance is needed contact our Grievance Coordinator at 249-1802.
- You have the right to be informed if SMRMC engages in or performs human experimentation or any other research affecting your plan of care or treatment. Likewise, you have the right to refuse to participate in any research within the facility.
- You have the right to be interviewed and examined in surroundings that ensure reasonable visual and auditory privacy.
- You have the right to have your medical record read only by individuals directly involved in or supervising your treatment, monitoring the quality of your treatment or authorized by law or regulation.
- You have the right within the limits of the law, to expect personal privacy and confidentiality of information and records pertaining to your care.
- You have the right to have reasonable access to information contained in your medical record within the limit of the law and SMRMC's policies.
- You have the right to request and receive an itemized explanation of your total charges for the services

- Ordinarily, you have the right to unrestricted access to communication, visitors, mail and telephone calls. Any restrictions are fully explained to the patient.
- Legal guardians, custodians, parents, and other authorized representatives have the authority to exercise the above rights for minor children.
- The patient's legally authorized responsible person will have the authority permitted by law to exercise the rights delineated on behalf of the patient if:
  - (a). The patient has been found incompetent in accordance with the law.
  - (b). Is found by his/her primary physician to lack the ability to understand the benefits, risks, and alternatives to proposed health care and make and communicate a decision.
  - (c). Is a minor.

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## **PATIENT RESPONSIBILITIES**

**Doctors and the staff of SMRMC care for the sick and injured. They recognize that to be effective, the effort must be a partnership with the patient and the health care team working together for the common goal.**

**As a patient you will be expected, within the limits of your abilities, to assume a share of the responsibility for your health care.**

- You have the responsibility to the best of your ability, to bring with you information about past illnesses, advanced directives, including individual instructions, past hospitalizations, medications, designations of a surrogate and/or primary physicians, and other matters relating to your health.
- You have the responsibility to participate in decisions regarding care, openly expressing any concerns or questions.
- You have the responsibility to keep appointments or to telephone when you cannot keep a scheduled appointment.
- You have the responsibility for you own actions if you refuse treatment or do not follow the physician's instructions.
- You have the responsibility to be prompt in payment of your hospital bills, to provide the information necessary for insurance processing and to be prompt about asking questions you have concerning your bill.
- You have the responsibility to abide by **SMRMC** rules and regulations and to see that your visitors do likewise.
- You have the responsibility to be considerate of other patients and to see that your visitors are considerate as well, particularly in regard to noise.
- You have the responsibility to be respectful of others, other people's property, and that of the facility.
- You have the responsibility to discuss pain relief options with your physician or caregiver and help them measure your pain.
- You have the responsibility to help your doctors, nurses, and all other health care team members, in their efforts to return you to health by following their instructions.
- You have the responsibility to advise the staff and your physician of any dissatisfaction you may have in regard to your rights as a patient or your care.
- You will be responsible for valuables kept in your room. We suggest that you send money or jewelry home with your family or deposit them in the hospital safe until you leave. **SMRMC** cannot assume responsibility for lost property.