



## PATIENT RIGHTS

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

- You have the right to be informed of your rights prior to the institution or discontinuance of care including beneficiary notice of non-coverage, and right to appeal premature discharge. The Medicare Outpatient Observation Notice (MOON) is a standardized notice to inform beneficiaries (including Medicare health plan enrollees) that they are an outpatient receiving observation services and are not an inpatient of the hospital. The Notice Act (MOON) requires all hospitals to provide written and oral notification under specified guidelines.
- You have the right to receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, gender identity, source of payment, or age.
- You have the right to have a family member or representative of your choice or your own physician notified about your admission to the hospital.
- 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 receive considerate and respectful care in a safe and clean environment free from all forms of physical or mental abuse, harassment, corporal punishment, or unnecessary restraints.
- You have the right to receive emergency care if you need it.
- You have the right to be informed of the name and position of the doctor who will be in charge of your care in the hospital.
- You have the right to know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
- You have the right to receive complete information about your diagnosis, treatment and prognosis.
- You have the right to receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
- You have the right to receive all the information you need to give informed consent for an order not to resuscitate or an advance directive. You have the right to create an advance directive and to have hospital staff and practitioners comply with these directives. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information on advance directives, please ask your care provider.
- You have the right to make informed decisions regarding your healthcare, including being informed of your health status, being involved in care planning and treatment, and being able to request or refuse treatment, and to be told what effect this may have on your health.
- You have the right to complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you. If assistance is needed, contact our Grievance Coordinator at 601-249-1802. If we are unable to resolve your complaint/grievance to your satisfaction, please contact the Mississippi State Department of Health at 800-227-7308 or DNV Healthcare, Inc. by phone 866-496-9647, fax 281-870-4818, email at [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com), via their website [dnvhealthcareportal.com/patient-complaint-report](http://dnvhealthcareportal.com/patient-complaint-report) or by regular mail at DNV Healthcare USA Inc. Attn: Hospital Complaints, 4435 Aicholtz Road, Suite 900, Cincinnati, OH 45245.
- You have the right to refuse to take part in research. When deciding whether to participate, you have the right to a full explanation.
- You have the right to privacy while in the hospital and confidentiality of all information and records regarding your care.
- You have the right to participate in all decisions about your treatment and discharge from the hospital, including the development and implementation of your plan of care. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
- You have the right to request and receive an itemized explanation of your total charges for the services rendered in the facility regardless of source of payment.
- You have the right to review your medical record without charge within a reasonable timeframe of your request. You may obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
- You have the right to consent to receive visitors, either orally or in writing, and to receive the visitors so designated, including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend. You have the right to not restrict, limit, or otherwise deny visitation privileges based on race, color, religion, sex, sexual orientation, gender identity, or disability; and to ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- You have the right to make known your wishes regarding anatomical gifts. You may document your wishes in your health care advance directives.
- You have the right to effective pain management.
- You have the right to receive and request medical information in your preferred language. This includes interpreter services, translation of information, and vision or hearing accommodations.

### **Admission Process:**

You will be asked to provide all pertinent information for billing purposes and to ensure safe care. We will need your hospitalization insurance identification cards, your correct name, address, birth date, and other important information. If you have an Advance Directive, you will be asked to provide that to be placed in your record so we will know what your treatment wishes are. If you do not have an Advance Directive but would like information on executing one, the staff will provide you with information. You will be asked to sign forms and be given your identification bracelet.

### **Smoking:**

Southwest Mississippi Regional Medical Center is a tobacco free campus. If you are a tobacco user, you can be provided with nicotine replacement during your stay.

### **Visitation Policy:**

To promote the efficient treatment, rest, and well-being of our patients, the following visitor's policy is in effect:

**General visiting hours:** 7:00am – 7:00pm unless the patient's condition prohibits or warrants visitor restrictions. Children are not allowed to stay after visiting hours.

**Intensive Care and Cardiovascular Service/Surgical Care Unit Visiting Hours:** 10:00am – 10:30 am, 2:00pm – 5:00pm, 8:00pm – 9:00pm

**Labor, Delivery, Recovery, and Postpartum Rooms:** 7:00am – 7:00pm

- *Because Newborns are easily susceptible to germs, it is not recommended that children under the age of 12 visit unless the child is a sibling.*
- *One support person may be allowed to remain overnight with the mother and newborn in the maternity suite.*

**Nursery:** 10:00 am - 9:00 pm. Mothers of babies in the nursery are allowed at any time without restriction.

In general, visitors should be limited to 3 at the same time, and the Hospital reserves the right to limit visitation to a room or floor if events or circumstances necessitate limited visitation.

The hospital may need to place additional clinically necessary or reasonable restrictions or limitations on visitors to protect the health and safety of patients. The hospital will clearly explain the reason for any restrictions or limitations if imposed.

### **Pastoral Services:**

The Department of Pastoral Services offers spiritual and emotional support for our patients and their families. Our chaplains provide pastoral care recognizing and respecting varied personal beliefs. A chaplain is on call 24 hours a day. You may contact a chaplain by dialing extension 1635 or '0' for the operator. Your nurse will also be glad to forward your request.