



SPOC2560



The Heart of Great Medicine

PATIENT'S RIGHTS AND RESPONSIBILITIES

RIGHTS

As a patient of St. Bernards Medical Center, you, or as appropriate, a legally authorized representative have the following rights:

- To be fully informed of your rights and expectations of you while a patient in our facility.
- To make verbal and written contact with others outside the hospital.
- To have, at your request, a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- To have a family member and/or representative with no restrictions, nor deny their right to receive any visitors they designate for visitation privileges on the basis of race, color, sex, sexual orientation, gender identity or disability; and to have all visitors designated by the patient or their representative enjoy visitation privileges that are not more restrictive than those for immediate family members. Visitation privileges may be restricted for medical reasons. The patient also has the right to withdraw or deny visitation at any time.
- The right to consideration and respectful care and to be free from neglect, exploitation, and verbal, mental, physical and sexual abuse.
- To expect that all communications and medical records pertaining to your care will be treated as confidential by the medical center, except when reporting is permitted or required by law.
- To be provided impartial medical care regardless of age, race, ethnicity, culture, language, physical or mental disability, socio-economic status, religion, sex, sexual orientation, or gender identity or expression.
- To have care provided in an atmosphere that is free of abuse, harassment, neglect, and exploitation.
- To know your diagnosis, treatment, health status, and any known prognosis. You may at your own request and expense consult with a medical specialist.
- To make decisions involving your treatment, plan of care, and consent for treatments or tests. You may refuse treatment to the extent permitted by law and you have the right to be informed of the medical consequences of such refusal. You also have the right, as permitted by law, to include or exclude any others in decisions regarding your care.
- To expect your personal safety to be a priority; this includes the right to access protective services.
- To be free of any restraint or seclusion, except that which is clinically justified and explained.
- To participate in appropriate assessment and management of pain starting at the time of your arrival in the facility and continuing throughout your stay.
- To have an advance directive (such as a living will, healthcare proxy, or durable power of attorney for healthcare), and to the expectation that the medical center will honor any directive to the extent permitted by law and hospital policy.
- To participate in ethical questions concerning your care including issues of conflict resolution, withholding resuscitative services, organ donation and forgoing or withdrawing of life sustaining treatment.
- To be informed of, and make a choice to participate or decline any research studies or clinical trials.
- To access such special services as advocacy groups, child or adult protective services, and pastoral or spiritual support.
- To a language interpreter if needed.
- To be informed, or when appropriate, have your family/designee informed about outcomes of your care, including unanticipated outcomes by your physician or their designee.
- To express a grievance to the management of the hospital, or the hospital administrator on call without fear of reprisal. You also have the right to directly contact the AR Dept. of Health. (Information on expressing a grievance is listed at the bottom of this page.)

RESPONSIBILITIES

In addition to your rights, you also have responsibilities as a patient of the medical center. These include:

- To provide accurate information about past illnesses, hospitalizations, medication, and other matters relating to your health history in order to allow effective treatment of your illness.
- To cooperate with medical center staff and to always ask questions if directions and/or procedures are not thoroughly understood.
- To be considerate of other patients and hospital personnel and assist in control of excessive noise and visitors.
- To comply with the no smoking regulations within the facility.
- To be respectful of the property of other persons and the property of the medical center.
- To follow the instructions of physicians, and other medical center staff to allow them to properly provide your medical care.
- To have someone available in case you are unable to communicate to the medical center staff and your Physician for review of your treatment and care.
- To ask for pain relief when the pain begins and to openly discuss pain relief options with the staff.
- To not compromise your medical treatment by taking medications, alcohol, or toxic substances while in the facility.
- To not bring firearms, explosives or knives within the boundaries of St. Bernards Healthcare system. Patients and visitors are not allowed to use, to have in their possession or distribute illegal drugs or alcohol on hospital property. Patients may be subject to immediate non-voluntary discharge for violations of St. Bernards policy as determined by hospital administration. Such violations may result in additional legal action. Such violations may include, but are not limited to: possession of firearm, unauthorized drugs, destruction of St. Bernards property, violence toward staff, other patients or visitors.



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To express a grievance or concern regarding care or services, you may call medical center administration at (870) 207-4260. After normal business hours you may call the hospital switchboard by dialing 0 in house, or from outside (870) 207-4100 and ask to speak to the administrator on call or you may write a letter. Mail to St. Bernards Medical Center, 225 East Washington, Jonesboro, AR 72401, Attention: Quality. You may also, at any time, contact the Arkansas Dept. of Health by phone at (501) 661-2201 or by mail at 5800 West Tenth Street, Suite 400, Little Rock, AR, 72204. You will receive a written response within seven (7) days of your grievance.

In addition, you may contact the Joint Commission at (800) 994-6610 or complaint@jointcommission.org. The Joint Commission is an independent, non-profit organization that evaluates and accredits healthcare organizations.

ACKNOWLEDGMENT

This is to certify that I have received a copy of the Patient Rights and Responsibilities. I understand that I am asked to read this notification at my convenience and that I can discuss with a Medical Center administrator any questions or concerns that I may have regarding it.

Patient/Guardian Signature

Date/Time