

Patient Rights and Responsibilities

The governing body, medical staff, administration and employees of Sharon Hospital share a belief that an excellent patient experience can only be provided when patients and staff work together. To be most effective, this effort must be a partnership of the healthcare team and the patient, working together in an atmosphere of mutual consideration and respect. The hospital respects patients' cultural and personal values, beliefs and preferences and their right to privacy, pain management, full information about their care and freedom from unlawful discrimination.

As a patient at Sharon Hospital (SH), you have the right to:

- 1.) Treatment and accommodations regardless of age, ethnic background, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity, expression or source of payment.
- 2.) Receive care that is considerate and respectful of your values and benefits.
- 3.) Be informed of the name and position of the doctor who will lead your care and know the names, positions and jobs of any hospital staff members taking care of you.
- 4.) Receive complete information about your diagnosis, treatment and chance for recovery and be notified regarding anticipated outcomes.
- 5.) Receive information that you need to decide about a planned procedure and treatment, including possible risks and benefits and other treatment choices.
- 6.) Participate in all decisions about your treatment, plan of care and discharge and to receive a written discharge plan.
- 7.) Request a discharge planning evaluation.
- 8.) Information about pain and pain relief measures, and to be cared for by health professionals who are committed to pain prevention and who respond quickly to reports of pain.
- 9.) Participate in conversations regarding ethical issues that arise during your care, including conflict resolution, withholding resuscitative services, forgoing or withdrawal of life sustaining treatment and participation in investigational studies or clinical research.
- 10.) Refuse to take part in research, and in deciding whether to participate, you have a right to a full explanation.
- 11.) Understand your rights; and if you need help, the hospital staff will assist you.
- 12.) Visitation rights include the right to receive the visitors designated by the patient, including, but not limited to, a spouse, domestic partner, including same-sex domestic partner, another family member or friend. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety or is not clinically beneficial to the healing process. **Visitors are to respect expectations and responsibilities of the hospital.**
 - If a patient is under police custody, visitation will be restricted.
- 13.) All patients and their companions have the right to auxiliary aids and services to promote effective communication. Aids and services offered include written materials, sign language or an interpreter if you need one, assistive listening devices and services for the blind.
- 14.) Pastoral care or other spiritual services.
- 15.) Protective services, if needed.
- 16.) Be free from the use of unnecessary restraints or seclusion.
- 17.) Confidentiality, privacy and security.
- 18.) Review your medical record and have the information explained or interpreted as necessary except when restricted by law.
- 19.) Make advance directives and have hospital staff follow those directives.
- 20.) Designate a decision-maker in the event you are unable to make treatment decisions.
- 21.) Receive all the information you need to agree to a do not resuscitate order and to designate a person to give this consent if you are too ill to do so.
- 22.) Receive care that strives to enhance the comfort and dignity of the dying patient.
- 23.) Receive immediate emergency care if needed

Patient Rights and Responsibilities

Your responsibilities as a patient

The collaborative nature of healthcare requires that patients, or their families/designated surrogate decision-maker, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depend, in part, on the patient fulfilling certain responsibilities.

- Patients are responsible for providing information that facilitates their care, treatment and services. This includes information about past illnesses, hospitalizations, medications and other matters related to health status.
- Patients or their designated surrogate decision-maker have the responsibility to communicate any changes in your condition promptly to your medical staff provider, nurse or other staff member providing care to you. This includes if you cannot follow any instruction you are given.
- To participate effectively in decision-making, patients are encouraged to take responsibility for requesting additional information or to ask for clarification about their health status or treatment when they do not fully understand their treatment course, care decisions, information and/or instructions.
- Patients are to follow the treatment plan you and your medical staff provider physician have agreed to.
- Patients are also responsible for ensuring that the healthcare institution has a copy of their written advance directive if they have one.
- Patients are to follow all the rules of the hospital, especially the rules of safety. The patient is responsible for following instructions, policies, rules and regulations in place to support quality care for patients and a safe environment for all individuals in the hospital. Sharon Hospital is a nonsmoking facility.
- Patients are responsible for informing their physicians and other caregiver if they anticipate problems in following prescribed treatment.
- Patients are responsible for supporting mutual consideration and respect by maintaining civil language and conduct in interactions with staff and licensed individual practitioners. Your visitors share this responsibility with you.
- Patients are responsible for meeting their financial commitments to the hospital. This would include providing all necessary information to assure the timely processing of your bills and to make arrangements for the payment of your bills.

Concerns/complaints

- A patient may report concerns or complaints about care and services received and have them addressed. If you have a concern or complaint, you may call the Quality Department at (860) 364-4228 (in hospital, extension 4228) or Hospital Administration (860) 364-4085 (in hospital, extension 4085). If you are not satisfied with the hospital's response, you can file a written grievance with the Administration. In addition, you have the right to share your grievance with the following agencies:

The Connecticut State Department of Health

410 Capitol Avenue, PO Box 340308, Hartford, CT 06134

Phone: **(860) 509-7400**

The Joint Commission's Office of Quality Monitoring

One Renaissance Boulevard, Oakbrook Terrace, IL 60181

Email: **complaint@jointcommission.org**

Fax: **(630) 792-5636**

Kepro BFCC-QIO (for Medicare)

5700 Lombardo Center Drive, Suite 100, Seven Hills, OH 44131

Phone: **(888) 319-8452**

TTY/Accessibility: (800) 842-9710