



# PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

## The Mission of Mercy Health Services

*Like the Sisters of Mercy before us, we witness God's healing love for all people by providing excellent clinical and residential services within a community of compassionate care.*

### As A Patient, You Have The Right To:

- Receive considerate, respectful and compassionate care regardless of age, race, color, national origin, ethnicity, religion, culture, language, physical or mental disability, gender, sexual orientation, gender identity or expression, socioeconomic status or ability to pay, or cultural and personal values, beliefs, and preferences
- Receive care in a safe and secure environment free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor
- Be free from restraints and seclusion unless medically necessary or needed for safety
- Be told the names and jobs of the health care team members involved your care, if staff safety is not a concern
- Receive care, treatment, and/or service that respects your personal, cultural and spiritual values, beliefs, wishes, and preferences and your personal dignity
- Be provided a list of and have access to protective and advocacy services when needed
- Receive information about your hospital and physician charges. You may ask for an estimate of hospital charges before care is provided and as long as your patient care is not impeded
- Receive information in a manner that you can understand. Information given will be appropriate for your age, language and ability to understand. The hospital will provide free aids and services, such as large print, braille, audio recordings, and computer files and vision, speech, and hearing aids. The hospital will also provide foreign and sign language interpreting and translation services
- Receive information from physicians or other health care providers about your diagnosis, prognosis, test results, possible outcomes of care, and unanticipated outcomes of care
- Access your medical records in accordance with the HIPAA Notice of Privacy Practices
- Be involved in your plan of care and participate in decisions regarding your care, treatment and services
- Have a family member and physician notified promptly of your admission to the hospital
- Appoint an individual of your choice to make health care decisions for you, if you are unable to do so
- When you are unable to make decisions about your care, treatment and services, the hospital involves a surrogate decision maker in making decisions
- Involve your family in care, treatment and services decisions to the extent permitted by you or your surrogate decision maker, in accordance with law and regulation
- Make decisions about your care and to refuse care and treatment or services, including forgoing or withdrawing life-sustaining treatment or withholding resuscitation services, in accordance with law and regulation, and to be informed of the medical consequences of such an action
- Be screened, assessed, and treated for pain
- Ask your nurse or physician to consult the Ethics Committee for resolution of conflicts in decision-making regarding your care. You may request to see a copy of the hospital's Medical Morals Referrals Policy and the Code of Ethics
- Choose a person to remain with you for emotional support during the course of your hospitalization
- Receive visitors of your choosing. You may limit, restrict, or change your mind about your visitors at any time during your hospital stay. Certain areas of the hospital may have stricter visitation policies for the protection of those patients
- Formulate, review and/or revise an Advance Directive and/or receive information about Advance Directives and assistance in formulating if desired, with expectation that the hospital will honor your Advance Directive, in accordance with law and regulation
- 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
- Agree or refuse to take part in medical research studies, without the agreement or refusal affecting your care
- Allow or refuse to allow pictures, recordings, films or other images of you for purposes other than patient care
- Expect privacy and confidentiality in care discussions and treatments
- Expect that all communications and records pertaining to your care be treated as confidential by the hospital, except in cases such as suspected abuse or public health hazards which by law or regulation require reporting
- Be provided a copy of the Health Insurance Portability and Accountability Act Notice of Privacy Practices
- Be cared for by staff who know patient rights and their role in supporting these rights
- Obtain information regarding the professional relationships among individuals treating you as well as the relationship between the hospital and other healthcare and educational institutions which may influence your care
- File a complaint about care and have the complaint reviewed by the hospital without the complaint affecting your care

### Your Responsibilities Include:

- Maintaining open and candid communication with your healthcare providers and in becoming an active, involved and informed member of your health care team
- Providing accurate and complete medical information to physicians and other caregivers (including perceived risks in your care)
- Telling your doctor or nurse if you do not understand the plan for your treatment and/or what is expected from you
- Complying with the directions and instructions of your healthcare providers
- Asking questions if you do not understand the instructions
- Respecting the rights of others, including patients, care providers, hospital employees and visitors
- Following all hospital rules and regulations affecting patient care and conduct
- Asking your guests to be considerate of other patients
- Supporting our efforts to maintain a safe and comfortable hospital
- Assuring that the financial obligations associated with your care are met in a timely manner
- Refraining from smoking, drinking alcohol, and excessive noise

### Patient Care Inquiries:

- It is important for you to notify your doctor or nurse if you feel you have been treated unfairly, your care is unacceptable, or your rights have been violated. Your care will not be compromised in any way because of an inquiry about service, care or treatment. Our Patient Relations Department (410.332.9242) is available to assist you
- Moreover, you and your family have the right to file a concern or grievance. To do so, contact the Patient Advocate at 410.332.9242, or send a letter to the Patient Advocate at: Mercy Medical Center 301 St. Paul Place Baltimore, Maryland 21202
- If concerns for care are not resolved by the hospital, you may contact the Joint Commission by one of the following methods:
  - Online: [JointCommission.org](http://JointCommission.org)
  - Fax: 630.792.5636
  - Mail: Office of Quality and Patient Safety  
The Joint Commission, One Renaissance Blvd.  
Oakbrook Terrace, Illinois 60181