



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.

PATIENT RIGHTS AND RESPONSIBILITIES

The staff of this health care facility recognizes you have rights as a patient receiving medical care, and responsibilities as well. These rights and responsibilities include:

A Patient has the right to:

- Impartial access to medically indicated treatment regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression
- Receive care, treatment, and/or service that respects your cultural and spiritual values, beliefs, and preferences and personal dignity
- Receive information in a manner respectful of patient's age, language and ability to understand
- Access, request amendment to, and receive information on disclosures regarding your own health information, in accordance with law and regulation
- Have your family or support person(s) involved in your care, treatment and service decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation
- Participate in decisions regarding your care, treatment and services
- Consent to or refuse to participate in any treatment that is considered experimental in nature, and to have those studies fully explained prior to consent
- Know by name the physician, or other practitioner, responsible for the coordination of your care and the identities of others involved in providing your care, treatment, or services
- Obtain understandable information from physicians and other direct caregivers concerning diagnosis, treatment, prognosis, and plans for discharge and follow-up care
- Make decisions about your care and to refuse care, treatment, including forgoing or withdrawing life-sustaining treatment or withholding resuscitation services, or services in accordance with law and regulation, and to be informed of the medical consequences of such an action
- Consideration of privacy in case discussion, consultation, examination and treatment
- Receive care in a safe and secure environment
- Be free from mental, physical, sexual, and/or verbal abuse, neglect or exploitation
- Access protective services, if necessary
- Be informed of the outcomes of care, treatment, and services, including unanticipated outcomes
- Be cared for by staff who know patient rights and their role in supporting these rights
- 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
- Review your medical records and have information explained or interpreted as necessary, in accordance with law and regulation
- Expect the hospital to respond to your requests for service, within its capacity, and to provide evaluation, service, or referral by the urgency of your care needs
- Effective management of pain as appropriate to the medical diagnosis or procedure
- Examine and receive an explanation of your hospital bill, regardless of source of payment

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- 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
- Give or withhold informed consent for care, treatment or services that require informed consent
- Give or withhold informed consent to produce or use recordings, films or other images of patient for purposes other than identification, diagnosis or treatment
- To have a family member or representative of your choice, or your own physician notified promptly of your admission to the hospital
- Appoint a surrogate decision maker if you are unable to make your own decisions
- 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
- Have complaints reviewed by the hospital
- You may 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.

A Patient's 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 Director of Nursing 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 at JointCommission.org
 - Email: Complaint@jointcommission.org
 - Fax: 630-792-5636
 - Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, Illinois 60181