

A Guide to Patient Rights, Responsibilities & Advance Directives

Patient rights and responsibilities are guidelines that promote the dignity of each patient and contribute to the quality of patient care. We are glad you chose Saint Joseph Regional Medical Center for your healthcare needs.

We fully endorse the following rights and responsibilities:

As our patient, you have the right to receive respectful, courteous and quality care and to be treated with dignity.

- You have the right to receive considerate and respectful care, free from any form of abuse, neglect, or harassment without regard to race, color, creed, national origin, sex, diagnosis, handicap, ability to pay or source of payment, within the capacity of the hospital.
- To have a family member or other representative and your family physician notified promptly when you are admitted to the hospital.
- To be able to exercise cultural and spiritual beliefs and practices that do not interfere with the well being of others or your treatment plan.

You have the right:

- To foreign language or sign language interpretation so that you can access appropriate care and the information needed to participate in your care.
- To maintain contact with friends and family outside the hospital (visitors, calls, letters).
- To have reasonable continuity of care.
- To have your spiritual needs addressed by staff and by having your respective faith community contacted at your request, preferably by you or a family member.
- To examine and receive an explanation of your bill, regardless of source of payment, and to be informed of available payment methods and the cost of care upon request.
- To voice any concerns or complaints and have them discussed, reviewed and resolved.
- Medicare patients have the right to appeal a premature discharge through the Quality Improvement Organization (QIO).



Obtaining Information About your Treatment and Healthcare Team:

- You have the right to know the names and professional status of physicians, nurses and staff responsible for your care.
- To know who is responsible for authorizing and performing the procedures and treatment.
- To know of any business or professional relationships the hospital has that may influence your treatment and care.

Making Decisions About Your Care:

- You or your legally designated representative have the right to make decisions regarding your own health care and to be involved in the development and implementation of your treatment plan.
- To receive from your physician the information necessary to give informed consent prior to any procedures and/or treatment and to be informed about the outcomes of care, including unanticipated outcomes.
- To request a consultation or second opinion from another physician or specialist.
- To be able to refuse treatment to the extent permitted by law and to be informed of the medical consequences of such a decision. If you refuse treatment to the extent that we cannot treat you according to our standards and mission, we will assist with discharge/transfer arrangements to a facility where your wishes can be honored.
- To change physicians and/or hospitals.
- To receive the full disclosure of the risks, benefits, procedures and alternatives if you decide to participate in research projects, and you have the opportunity to refuse to participate.
- To participate in resolving dilemmas about care decisions, should they occur.
- To obtain information about advance directives and to have your doctor and hospital staff comply with these directives if you already have them in writing.
- To access any policy or guideline related to life support, end of life, organ procurement and related aspects of care
- To access consultative services should an ethical issue arise.

Comfort and Safety Practices:

- You have the right to have appropriate assessment and management of your pain.
- To know what hospital practices apply to you as a patient, and how to file a complaint when your concerns have not been addressed.
- To an environment and practices that will provide reasonable safety.
- To have access to child and adult protective services and advocacy services.
- To be free from physical restraint, seclusion and drugs (used as a restraint), unless your medical condition warrants such use and other less restrictive interventions have been deemed ineffective.

About Privacy and Confidentiality:

- You have the right to the confidentiality of all communications and records pertaining to your care.
- To be interviewed, examined and cared for in a setting that provides as much privacy as possible. This includes the right to have a person of your own sex present during certain parts of a physical examination, treatment or procedure performed by a health professional of the opposite sex.
- To expect that any discussion or consultation involving your care will be conducted discreetly and the individuals not directly involved in your care will not be present without your permission.



Advance Directives

What kind of medical care would you want if you were too ill or hurt to express your wishes?

Advance directives are legal documents that you prepare while you are medically and mentally capable and are intended to direct your medical care if you become unable to do so in the future. Advance directives provide a way for you to communicate your wishes to family, friends and health care professionals, and to avoid confusion later on. Advance directives can ONLY be used if you are unable to speak for yourself.

Although laws vary from state to state, there are basically two kinds of directives:

- 1) **A Durable Health Care Power of Attorney** is a legal document in which you name someone close to you to make decisions about your health care in the event you become incapacitated. It becomes active any time you are unconscious or unable to make medical decisions. A Durable Health Care Power of Attorney is generally more useful than a living will. But, a Durable Health Care Power of Attorney may not be a good choice if you don't have another person you trust to make these decisions for you.
- 2) **A Living Will** is a legal document in which you state the kind of health care you want or don't want under certain circumstances and allows your health care providers to administer treatment accordingly. A living will tells how you feel about health care intended to sustain life. You can accept or refuse medical care.

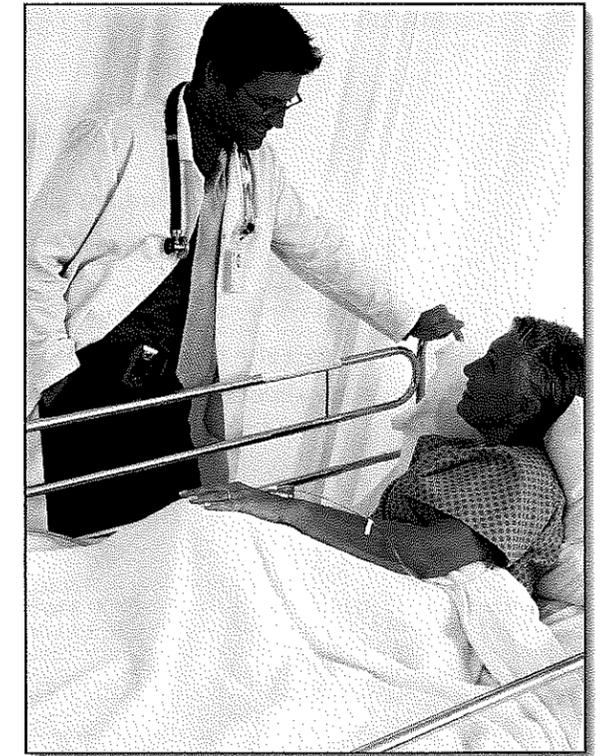
Saint Joseph Regional Medical Center (SJRMC) has partnered with Caring Connections, a program of the National Hospice and Palliative Care Organization, to improve care at the end of life. Caring Connections tracks and monitors all state and federal legislation and significant court cases related to end-of-life care to ensure that our Advance Directives are up to date. SJRMC has secured the rights to access and use the Advance Directives for Indiana in particular and for other states as needed.

Copies of the Advance Directives are available through the SJRMC Center for Spiritual Care. Board-certified chaplains and chaplaincy residents are the primary persons who meet with patients and their families to discuss the Advance Directives. The on-call Chaplain may be contacted by calling 574.472.2766 (Mishawaka) or 574.935.2352 (Plymouth).

Your Responsibilities as a Patient

You and your visitors have the responsibility:

- To be considerate of the needs of other patients, staff and the hospital; to respect others' privacy and property and to follow hospital rules.
- To provide accurate and complete information relating to your health, past and present.
- To work with your doctor and medical team to develop treatment and pain management plans.
- To ask questions when you do not understand information, instructions, or what is expected of you.
- To tell your doctor if you believe you cannot follow through with your treatment or keep your appointment. If you refuse treatment or do not follow the practitioner's instructions, you are responsible for the consequences of your actions.
- To advise your health care team if you have an Advance Directive and to provide a copy, if available.
- To ensure that the financial obligations for your care are promptly fulfilled.



Concerns? Please contact us.

Saint Joseph Regional Medical Center - Mishawaka

Patient questions and concerns:

Patient Advocate 574-335-2456 or 2455

Advance Directives and Ethical Concerns

Please page the on-call Chaplain 574-472-2766

Saint Joseph Regional Medical Center - Plymouth

Patient questions and concerns:

Patient Advocate 574-935-2222

Advance Directives and Ethical Concerns:

Contact Nursing Supervisor 574-935-2261

Saint Joseph Rehabilitation Institute

Patient questions and concerns:

Patient Advocate 574-335-2456 or 2455

Advance Directives and Ethical Concerns

Please page the on-call Chaplain 574-472-2766

If you would like more detailed information about Advance Directives
Please call the on-call Chaplain at 574.472.2766 (Mishawaka), 574.935.2352 (Plymouth).

You may also address any concerns by contacting the Indiana State Department of Health:

(800) 246-8909 (In English) • (317) 233-1230 (In Spanish)

www.state.in.us/isdh/regsvcs/ltc/complaints/index.htm

Email: complaints@isdh.in.gov

Indiana State Department of Health
2 Meridian St., Section 4B
Indianapolis, IN 46204

The public may contact the Joint Commission's Office of Quality Monitoring to report any concerns or register complaints about a Joint Commission-accredited health care organization by either calling (800) 994-6610 or visiting www.jointcommission.org.



Association: We serve together in Trinity Health, in the spirit of the Gospel, to heal body, mind and spirit, to improve the health of our communities, and to steward the resources entrusted to us.