

Patient Rights and Responsibilities

Meadows Regional Medical Center respects your rights as a patient, recognizing that each patient is an individual with unique healthcare needs. It's the hospital's obligation and privilege to assist you in exercising your rights as a patient and to inform you of any responsibilities you may have in exercising your rights.

A patient, and as applicable – parent, guardian or other legal representative, has the right to:

Respect and dignity

Receive care, treatment and/or services that respect your cultural, psychosocial and spiritual values, beliefs and preferences, and respects and preserve your personal dignity.

Equal consideration

Impartial access to medically indicated treatment regardless of race, creed, gender, national origin or sources of payment for care.

Expect the hospital to respond to your request for services, within its capacity, and to provide evaluation, services or referral by the urgency of your care needs.

Participation

Obtain information from physicians and other direct caregivers in understandable terms concerning diagnosis, treatment, prognosis and plans for discharge and follow-up care.

Have your family, as appropriate and allowed by law, to be involved in your care, treatment and service decisions.

Make decisions about your care and refuse care, treatment or services to the extent permitted by law and to be informed of the medical consequences of such action.

Have an Advance Directive, such as a living will or durable power of attorney for healthcare, concerning treatment with the expectation that the hospital staff and practitioners who provide care will honor that directive to the extent permitted by law.

Designate a decision-maker in case you are incapable of understanding a proposed treatment or procedure, or if you are unable to communicate your wishes regarding your care.

Participate in the development and implementation of your plan of care.

Confidentiality

Case discussion, consultation, examination and treatment should be conducted to protect your privacy. You may request transfer to another room if another patient or visitors are unreasonably disturbing to you.

Be informed of the outcomes of care, treatment and services, including unanticipated outcomes.

Be cared for by staff that has been educated about 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 when reporting is permitted or required by law.

Grievance

You have the right to express a concern, or file a complaint or grievance regarding your care to the attending physician, nurse assigned to you or the Nursing Supervisor. You have the right to a timely response to your concern or complaint and a resolution when possible. Expression of a concern or complaint will not compromise your care or future access to care. You may ask to speak to the Nursing Supervisor if you have a concern. Concerns may also be addressed to the Georgia Department of Human Resources, Office of Regulatory Services at 404-657-5727.

Have a family member, representative of your choice or your own physician notified promptly of your admission to the hospital.

Safety

Receive care in a safe and secure environment, free from all forms of abuse including mental, physical, sexual and/or verbal abuse, neglect, harassment or exploitation.

Be free from seclusion or restraints of any form that are not medically necessary

Have access to protective and advocacy services, if necessary.

Pain management

Receive information about pain and pain relief measures as appropriate to the medical diagnosis or surgical procedure.

A concerned staff committed to pain prevention and management.

Health professionals who respond quickly to reports of pain.

State of the art pain management.

Consent

Consent or refuse to participate in any treatment that is considered experimental in nature, and to have those studies fully explained prior to consent.

Participate in decisions regarding ethical issues surrounding your care, treatment and services, including issues of conflict resolution, withholding resuscitation, forgoing or withholding of life-sustaining treatment and participation in investigational studies or clinical trials. 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 Ethical Issue Resolution Policy and the Code of Ethical Behavior Policy if desired.

Information

Access information contained in your medical records (inspect and obtain a copy) within a reasonable time frame and have information explained or interpreted as necessary, except as restricted by law.

Request restrictions on the hospital's use and disclosure of protected health information.

Receive confidential communications about your protected information in a certain way or at a certain location. The hospital will grant any reasonable request.

An accounting of disclosures of your protected health information made in the six years prior to the date of request, except for disclosures to carry out treatment, payment and health care operations.

Request that your medical information be amended. The hospital will respond to all requests. The hospital may deny a patient's request if the medical information is accurate and complete, or if the request pertains to information the hospital did not create.

Receive a copy of Meadows Regional Medical Center's Notice of Privacy Practices for Protected Health Information.

Examine and receive an explanation of your hospital bill, regardless of the source of payment.

Know the identity of physicians, nurses and others involved in your care, treatment or services, as well as when those involved are students or other trainees.

Ask and be informed of the existence of business relationships among the hospital, educational institutions, other healthcare providers or payers that may influence your treatment and care.

Additional Pediatric rights:

In addition to the rights above, patients, and as applicable – parents, guardians or other legal representatives, have the right to:

Have their developmental needs met while they are in the hospital in an environment that is supportive of infants, children and adolescents.

Have their parents recognized as partners in decision-making and care of their child as permitted by law.

In providing care, hospitals have the right to expect behavior on the part of patients, their relatives and friends, which considering their illness, is reasonable and responsible.

Patient Responsibilities

The patient/parent/guardian has the following responsibilities:

Ask questions about specific problems and request information when you do not understand your illness or treatment.

Provide accurate and complete medical information to physicians and other caregivers.

Provide the hospital with a copy of your written Advance Directive, if you have one.

Follow the treatment plan recommended by the physicians and other caregivers, or if treatment is refused, you are responsible for your actions and the medical consequences.

Consider the rights of all hospital personnel and other patients and ensure that your visitors are considerate in the control of noise, limiting numbers of visitors and abstaining from smoking.

Respect hospital property and the property of other patients.

Follow all hospital policies that affect patient care and conduct.

Provide necessary information to ensure processing of hospital bills and make payment arrangements when necessary.

Report perceived risks in your care.