



STATEMENT OF RIGHTS & RESPONSIBILITIES OF PATIENT

Purpose

The Memorial Healthcare System (Memorial Regional Hospital, Memorial Regional Hospital South, Joe DiMaggio Children's Hospital, Memorial Hospital West, Memorial Hospital Pembroke, and Memorial Hospital Miramar) and their respective Medical Staffs acknowledge this statement of rights and responsibilities

in accordance with the standards promulgated by the Joint Commission, and State and Federal laws. Every facility of Memorial Healthcare System will make available to its patients a written statement of the rights and responsibilities of patients, including the following:

Patients Rights

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of patients. You may request a copy of the full text of this law from your health care provider or health care facility. A summary of your rights and responsibilities follows:

1. A patient has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
2. A patient has the right to a quick and reasonable response to questions and requests.
3. Patients have the right, working with their physicians, to make decisions involving their care. Patients have the right to accept medical care or refuse medical care, services or treatment to the extent permitted by law, and to be informed of the medical risks of such refusal.
4. Patients have the right to formulate advance directives and appoint a surrogate (substitute decision maker) to make healthcare decisions on their behalf, to the extent permitted by law. Patients and/or their legally designated representative have the right to make decisions regarding organ/tissue donation.
5. A patient has the right to bring any person of his or her choosing to the patient-accessible areas of the health care facility or provider's office to accompany the patient while the patient is receiving inpatient or outpatient treatment or is consulting with his or her health care provider, unless doing so would risk the safety or health of the patient, other patients, or staff of the facility or office or cannot be reasonably accommodated by the facility or provider.
6. Patients have the right to obtain information necessary to enable them to make decisions that reflect their wishes, this includes information concerning diagnosis, planned course of treatment, alternatives, risks, and prognosis. A patient has the right to know who is providing medical services, their qualifications, and who is responsible for his or her care. Patients have the right to care that includes consideration of their background (psychological, social, spiritual, and cultural beliefs and attitudes).
7. Patients have the right to adequate relief of pain in a reasonable amount of time.
8. Dying patients have the right to care that gives them comfort and dignity, as s desired by the patient (or the alternate legal decision maker) by effectively managing pain, and by acknowledging the psychological, social, spiritual, and cultural beliefs and attitudes concerns of the patient and the family.
9. Patients have the right to information explaining the Memorial Healthcare System's regulations and procedures and outlining patients' rights policy. Patients located in specially designated treatment areas (such as Behavioral Health Services) will receive additional information patient rights and responsibilities.
10. Patients have the right to express concerns or complaints, verbally or in writing, about any aspect of patient care or safety or patient rights. The complaint may be directed to the attending healthcare professional, or the manager or department leader of the Hospital. The action will not result in retaliation or barriers to patient care. The Hospital will attempt to resolve your complaint to your satisfaction as soon as possible. If we cannot promptly resolve your complaint, we will consider it a grievance, and respond according to our grievance policy. Patients have the right to express grievances regarding any violation of their rights as stated in Florida law and to the appropriate licensing agency. If you have a complaint against a hos pital or ambulatory surgical center, call the Consumer Assistance Unit at 1-888-419-3456 or write to: Agency for Health Care Administration, Consumer Assistance Unit, 2727 Mahan Drive/Bldg. 1, Tallahassee, Florida 32308. If you have a complaint against a health care professional and want to receive a complaint form, call the Consumer Service Unit at 1-888-419-3456 or write to: Agency for Health Care Administration, Consumer Services Unit, P.O. Box 14000, Tallahassee, Florida 32317-4000. The Joint Commission has an unannounced survey process. If you would like tho contact the Joint Commission to express concerns which are not resolved, you may contact them at (800) 994-6610.

11. Patients or patients' designated representatives have the right to participate in the consideration of ethical issues that arise in patient care. 12. Patients have the right to be informed of any human experimentation or other research/educational projects affecting their care or treatment. A patient has the right to know if medical treatment is for purposes of experimental research and to give his or her consent or refusal to participate in such experimental research.

13. Patients have the right, within the limits of the law, to personal privacy and confidentiality of information. Patients have the right to expect that information will not be released without the patient's consent.

14. Patients and/or their legally designated representatives have the right to access the information contained in the patient's medical records, within the limits of the law.

15. Patient's guardians, next of kin, or legally authorized responsible persons have the right to exercise, to the extent permitted by law, the rights delineated on behalf of the patient if the patient has been ruled incompetent in accordance with law, is found by a physician to be medically incapable of understanding the proposed treatment or procedure, is unable to communicate wishes regarding treatment, or is a minor.

16. The hospital respects the right of patients to effective communication. Patients have the right to know what patient support services are available, including whether an interpreter is available if the patient does not speak English.

17. Patients have the right to access protective and advocacy services.

18. A patient has the right to know what rules and regulations apply to his or her conduct.

19. Patients have the right to be given, upon request, full information and necessary counseling on the availability of know financial resources for their care.

20. A patient has the right to receive a copy of a reasonably clear and understandable, itemized bill and, upon request, to have the charges explained.

21. Patients who are eligible for Medicare have the right to know the Memorial Healthcare System accepts the Medicare assignment rate.

22. Patients have the right to receive upon request, prior to treatment, reasonable estimates of charges for such services.

23. Such reasonable estimates shall not preclude the Memorial Healthcare System from exceeding the estimate or making additional charges based on changes in the patient's condition or treatment needs.

24. In accordance with Title VII of the Civil Rights Act of 1964, The Affordable Care Act Section 1557, The Americans with Disabilities Act of 1990, and the Broward County Human Rights Act (Broward County Code, Chapter 16), decisions regarding the delivery of service will be made without regard to, or consideration of race, age, religion, color, sex, citizenship, gender identity, gender expression sexual orientation, national origin, marital status, physical or mental handicap or disability, political affiliation, source of payment or another factor which cannot be lawfully used as a basis for service delivery.

25. Patients have the right to treatment for any emergency medical condition that will worsen from failure to provide treatment.

26. Patients have the rights the retain and use personal clothing or possessions, as space permits unless for them to do so would infringe upon the rights of another patient, or would be medically inadvisable for documented medical or safety reasons.

27. In the care of neonatal, adolescent, pediatric or incompetent adult patients, a parent or legal guardian has the right to obtain all information to which the patient would otherwise be entitled and to issue informed consents or treatment refusals in accordance with the Memorial Healthcare System policies and applicable law.

28. Patients have the right to be informed about the outcomes of care, including unanticipated outcomes.

29. Patients have the right to be free from mental, physical, sexual and verbal abuse, corporal punishment, neglect and exploitation.

30. Patients have the right to have active involvement in their own care, to promote patient safety.

31. Patients have a right to be free from restraint and seclusion imposed as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

32. In accord with 42 CFR chapter IV, Part 482.13, and 485.635, each patient shall be informed of his or her visitation rights in advance of receiving care, when possible. Where appropriate, an individual supporting the patient during the course of his or her stay in the hospital may alternatively be informed of the patients visitation rights. The patient's visitation rights include the right to receive visitors he or she designates, including but not limited to a spouse, a domestic partner, (including a same sex domestic partner), or a friend. The patient has the right to withdraw or deny consent to allow visitation by any individual. Hospital staff may request a visitor to leave during provision of direct care, or to promote sleep or rest, or under circumstances where the visitor is not complying with Hospital rules and regulations or interfering with the care of any patient. Any visitor causing

disruption or discomfort to any patient maybe asked to leave. The protection of the welfare and privacy of the hospital's patients will be afforded a higher priority than policy of allowing visitation. All visitors enjoy full and equal visitation privileges consistent with the above guidelines.

33. Patients have the right to Opt-Out of the Health Information Exchange (HIE) by doing one of the following:

1. Sending a request via e-mail to MSHIE@mhs.net with "Opt-Out" in the subject line; or
2. Mailing a written request, signed and dated, to the Memorial Healthcare System, Health Information Department, Memorial Training Center, 2900 Executive Way, Miramar, FL 33025
3. Advising the Patient Financial Services that he/she wants to Opt-Out. The following information must be included in the e-mail or mail request, so MHS can be sure to identify the correct medical information to restrict from the Health Information exchange.
 1. A statement that the patient wants to Opt-Out of the HIE
 2. First and last name (and middle name if applicable)
 3. Memorial Healthcare System medical record number if available
 4. Date of birth
 5. Telephone number
 6. Address

Patients have the right to change the Opt-Out decision and opt back in at any time. Patients must contact MHS by e-mail or letter to the addresses listed above, and include a statement that the patient wants to Opt-In the HIE as well as all information in the subparagraphs (1-6) above. If the patient sends an Opt-In request by e-mail, patients must include "Opt-In" in the subject line.

Patients Responsibilities

1. Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to their health. Patients have the responsibility to report unexpected changes in their medical condition to be responsible practitioner. A patient is responsible for reporting to the health care provider whether he or she comprehends a contemplated course of action and what is expected of him or her.

2. Patients are responsible for following the treatment plan recommended by the practitioner primarily responsible for their care or for indicating, in advance, their desire to seek alternatives to the proposed course of treatment. This may include following the instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and as they enforce the applicable Memorial Healthcare System rules and regulations. Patients are responsible for keeping appointments and when they are unable to do so for any reason, for notifying the responsible practitioner or the appropriate site.

3. Patients are responsible for the consequences of their actions if they refuse treatment or do not follow the practitioner's instructions.

4. Patients are responsible for assuring that the financial obligations for their health care are fulfilled as promptly as possible.

5. Patients are responsible for following the Memorial Healthcare System rules and regulations affecting patient care and conduct.

6. Patients are responsible for being considerate of the rights of other patients and the Memorial Healthcare System personnel, and for assisting in the control of noise, and the number of visitors. Patients are responsible for complying with ensuring their visitors' compliance with facility smoking policies. Patients are responsible for being respectful of the property of other persons and the Memorial Healthcare System.

7. In the case of neonatal, adolescent, pediatric or incompetent adult patients, the parent or legal guardian shares responsibility, on behalf of and/or in addition to the patient, to ensure the patient responsibilities enumerated above are observed and accomplished.

8. Patients are responsible fore being involved in their own care, as a patient safety strategy.

Procedure

1. A Statement of Patient's Rights and Responsibilities is available to each inpatient, Emergency Room patient and outpatient within the Memorial Healthcare System and is posted in Patient Services areas.
2. The Memorial Healthcare System's policy on patients' rights and responsibilities is a part of employee orientation, annual review and Medical Staff orientations.
3. Conflicts arising concerning the care of the patient will be resolved in accordance with the Memorial Healthcare System policies and applicable law and may be initiated by a patient or, in the case of neonatal, adolescent, pediatric or incompetent adult patients, the parent or legal guardian by contacting the appropriate staff, or charge nurse.