

As a patient of St. Joseph Healthcare, you have the right to

- Receive considerate and respectful care in a clean and safe environment.
- Receive relevant, current and understandable information concerning diagnosis, treatment and prognosis concerning your illness.
- Discuss and request information related to the specific procedures and/or treatments, the risks involved and the possible length of recuperation. Other medically reasonable alternatives and the accompanying risks and benefits will also be explained.
- Know the identity of physicians, providers, nurses, and any others involved in your care as well as when those involved are students, residents, or other trainees.
- Make informed decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy. You will also be informed of the medical consequences of this refusal. You will receive other appropriate care and services that the hospital provides in case of such refusal.
- Be transferred to another facility when medically appropriate and legally permissible or when the patient has requested to do so.
- Receive complete information and explanation concerning the need for, risks, benefits and alternatives to a transfer to another facility.
- Expect that the hospital will make a reasonable response to requests for appropriate and medically indicated care and services.
- Receive information about or have an Advance Directive concerning treatment or designating an appropriate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
- Maintain privacy while in the hospital and confidentiality of all information and records except in cases such as suspected abuse and public health hazards when reporting as required by law.
- Review the records pertaining to your medical care and to have the information explained or interpreted as necessary, except when restricted by law.
- Ask and be informed of the existence of business relationships among hospitals, educational institutions and other healthcare providers or payers that might influence the patient's treatment and care.
- Consent or decline to participate in proposed research studies or clinical trials affecting health care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
- Receive care committed to the prevention and management of pain.
- Expect reasonable continuity of care and to be informed of available and realistic care options when hospital care is no longer appropriate.
- Be informed of hospital policies and practices that relate to patient care, treatment, rights and responsibilities.
- Voice complaints and be informed of available resources for resolving disputes, grievances and conflicts.
- Have your family, psychological, spiritual and/or cultural preferences acknowledged and adhered to within the bounds of safe medical practice.
- Request a health care provider of your choice, change your provider, and request a second opinion or a specialist referral.
- Have a language-interpreter and/or TDD services arranged by the hospital.
- Designate persons who visit or communicate with you, or designate persons who you do not want to visit. The patient's visitors cannot be prohibited from visitation on the basis of race, color, national origin, religion, sex, gender, gender identity or sexual orientation by the hospital. Visitors will enjoy full and equal visitation privileges consistent with the patient's wishes within the guidelines of the patient care area, and the care, safety and well-being of the patient.
- Receive equal treatment at all times and under all circumstances regardless of race, ethnicity, religion, national origin, gender, age, marital status, personal appearance, sexual orientation, veteran status, disability, infectious disease, political affiliation, source of income, place of residence, genetic information or any other human attributes.
- Access protective services. A list of advocacy services will be provided upon request.
- File a complaint with the state survey and certification agency. DNV provides five channels for submitting a hospital complaint.

Website: www.dnvhealthcareportal.com/patient-complaint-report

Email: hospitalcomplaint@dnv.com

Phone: 866-496-9647

Fax: 281-870-4818

Mail: DNV Healthcare USA Inc.

Attn: Hospital Complaints

4435 Aicholtz Road, Suite 900

Cincinnati, OH 45245

- Participate in ethical issues that arise in the provision of your care including an ethics consultation.
- Receive education and/or counseling including financial.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience or retaliation by staff.
- Receive care to make sure that you are as comfortable as possible if you are at the end of life, including care for your physical, psychosocial, and spiritual needs.
- Request the spiritual support of your preference. Spiritual practices will be encouraged within the guidelines of the policies of the hospital.

As a patient of St. Joseph Healthcare, you have the responsibility to

- Provide, to the best of your ability, accurate and complete information about your past illnesses, hospitalizations and other health status matters.
- Participate effectively, to the best of your ability, in decision making.
- Take responsibility for requesting additional information or clarification about your health status or treatment when you do not fully understand information and/or instructions.
- Report any changes in your condition or adverse effects of your treatment to your health care providers.
- Ensure that the hospital has a copy of your Advance Directive.
- Notify staff of the names of persons that you do not want to visit you.
- Cooperate with your caregivers, follow the plan of care that you and your providers have agreed upon, and inform your providers if you anticipate problems in your ability to comply.
- Take responsibility for the results if you refuse treatment or choose not to follow your provider's instructions.
- Respect and make reasonable accommodation to the needs of the hospital, other patients, medical staff and hospital employees.
- Provide necessary information for insurance claims and for working with the hospital to make payment arrangements when necessary.
- Recognize the impact of your lifestyle on your personal health.
- Develop and maintain positive health practices.
- Accept or decline to participate in research activities.
- Treat physicians, health care providers and staff with respect.
- Abide by local, state, and federal laws.
- Follow hospital policies that affect patient care and conduct.
- Prevent knowingly spreading disease.
- Arrive as scheduled for appointments and cancel in advance appointments you cannot keep.