



st. Joseph healthcare

St. Joseph Hospital

A Member of Covenant Health

At St. Joseph Healthcare, we believe deeply in the dignity of the individual and in the right of all persons to safe, self-directed, quality healthcare. It is our goal to provide you with considerate and respectful treatment while you are here. We are committed to preserving dignity and honoring personal values by protecting the rights of every patient.

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

- Receive care that is considerate and respectful of your personal values and beliefs in a clean and safe environment.
- Receive written information explaining your rights as a patient.
- Receive emergency medical care, regardless of your financial situation or insurance status.
- Participate in the development and implementation of your plan of care.
- Receive information concerning diagnosis, treatment, prognosis, and/or health status
- Receive information in a manner that you understand, which includes the provision of interpreter and translation services, visual aids or adaptive equipment if required.
- Make informed decisions about your care, including pain management decisions.
- Request or refuse treatment to the extent permitted by law and hospital policy, or to change your mind regarding your care.
- Receive information on and formulate an Advance Directive, and to have St. Joseph's comply in accordance with law and policy.
- Receive information related to specific procedures and/or treatments, including the risks, benefits, alternatives, and possible length of recuperation.
- Personal privacy
- Be free from all forms of abuse or harassment.
- Confidentiality of your information within your medical record, except in cases when reporting is required by law.
- Access information contained within your medical record within a reasonable timeframe after your written request.
- Be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff.
- Expect reasonable continuity of care and to be informed of available and realistic care options when hospital care is no longer appropriate
- Have an individual of your choice present for emotional support during your hospitalization.
- Have regular access to phone calls and visitors, within your wishes and the guidelines of the patient care area.
- Have a family member or representative of your choice and your primary care provider notified of your hospitalization.
- Receive appropriate and equal medical care regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, sex, socioeconomic status, sexual orientation, gender identity or expression. or other human attributes.
- Know the identity of individuals involved in your care, as well as when those involved are students, residents, or other trainees.
- Give or withhold consent to produce or use recordings, films, or other images of you for purposes other than your care.
- Participate in ethical discussions that arise regarding your treatment plan.
- Receive information about clinical experiments or research studies affecting your care or treatment plan, and to consent or decline to participate.
- Assessment and management of pain.
- Access protective and advocacy services.
- Receive a detailed explanation of your bill and information regarding charges and payment methods.

- Request a health care provider of your choice, change your provider, and request a second opinion or a specialist referral.
- Request a transfer to another facility and to receive information concerning the risks, benefits, and alternatives for such. If this request is unable to be honored, an explanation will be provided.
- Ask and be informed of business relationships among hospitals, educational institutions and other healthcare providers or payers that might influence your treatment and care.
- Receive care to ensure that you are as comfortable as possible if you are at the end of life, including physical, psychosocial, and spiritual needs.
- Request spiritual support of your preference. Spiritual practices will be encouraged within the guidelines of the policies of the hospital.
- Voice complaints and be informed of available resources for resolving disputes, grievances, and conflicts without affecting your care and treatment.
- Patients with disabilities have the right to full and equal access to medical care services and the facilities where services are provided, as well as the right to request reasonable modifications to policies, practices, and procedures when necessary to make health care services fully available to individuals with disabilities, unless the modifications would alter the nature of the services.

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 identity, 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 if visitation is to be restricted.
- 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.
- Communicate refusal of treatment promptly and take responsibility for the results if you do so, or if you 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 and develop and maintain positive health practices.
- Communicate if you accept or decline to participate in research activities.
- Be considerate and respectful of the rights of other patients and ensure that visitors respect those rights as well.
- Treat physicians, health care providers and all staff with respect.
- Abide by local, state, and federal laws.
- Respect the property of others and that of St. Joseph's.
- 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.

If you are not satisfied with your care, please report it immediately to your caregivers, the nursing supervisor, or by contacting:

Patient Relations Coordinator

Phone: 1-866-894-5534

E-mail: patientrelations@covh.org

Mailing Address: 360 Broadway, Bangor, ME 04401

You also have the right to make a grievance or complaint regarding the care you received directly with the Maine Department of Human Services Division of Licensing and Certification. To do so, you may call or write to:

Maine Department of Human Services, Division of Licensing and Certification

State House Station 11 Augusta, ME 04333-0011

Phone: 1.800.621.8222 / TTY: 207.287.9312

or

DNV GL Healthcare

400 Techne Center Drive, Suite 100 Milford, OH 45150

Website: <http://dnvglhealthcare.com/patient-complaint-report>

Telephone: 866.496.9647 Fax: 513.947.1250

Medicare Subscribers may also make a grievance to:

Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIOs)

Acentra Health

1600 Tyson's Blvd., Suite 1000,

McLean, VA 22102

Telephone: (888) 319.8452

Fax: (844) 878.7921 TTY: (855) 845.4776