

PATIENTS' BILL OF RIGHTS AND RESPONSIBILITIES

McLaren St. Luke's respects the rights of all patients and recognizes that each patient is an individual with unique health care needs. Each patient deserves the respect of his/her dignity and considerate, respectful individualized care. McLaren St. Luke's respects the right of each patient to make decisions regarding treatment and will assist the patient by informing him/her of their rights and in exercising their rights.

All patients at McLaren St. Luke's have the right to:

- **Access Care.** You are able to receive care when medically necessary regardless of your age, race, sex, language, national origin, culture, disability, religion, income, education, job, sexual orientation, gender identity or expression.
- **Access Your Medical Record.** You are able to receive a copy of your medical record and request a change to your medical records or information on disclosures as allowed by law as quickly as the hospital record keeping system permits.
- **Advance Directives.** You are able to complete an Advance Directive, including a living will and power of attorney for healthcare, and to make decisions about care, treatment and services at end of life.
- **Confidentiality.** You are assured that your medical records and discussions or decisions about your care will be kept confidential.
- **Continuity of Care and Discharge Information.** You have the right to written discharge information from your healthcare team about follow up care.
- **Costs.** You are entitled to receive and examine an explanation of your bill regardless of the source of payment and to receive, upon request, information relating to financial assistance throughout the hospital.
- **Grievance Process.** A process exists for verbal or written concerns or grievance. Please let us know your concerns so we can address the issue. We are glad to assist you to resolve the complaint.
- **Information.** The hospital will provide information specific to your age, language and ability to understand.
- **Informed Consent and Refusal.** You have the right to provide consent or refusal for your care and to know the risk, benefits and alternatives, except in an emergency. You may opt to forgo treatment. We invite your active participation to be a part of your plan for care. You may also designate your next of kin or other authorized person to make decisions on your behalf if you are not able to do so yourself.
- **Know the Identity of Your Caregivers.** You are entitled to know the identity and professional status of those who care for you.
- **Language Access.** You have the right to receive and request medical information in your preferred language. This includes interpreter services, translation of information, and vision and hearing accommodations.
- **Pain Management.** You will have your pain assessed, evaluated, treated and reassessed.
- **Patient Visitation.** You as the patient (or patient's representative) can determine who you would like to allow for visitation; this includes, but is not limited to, a spouse, a domestic partner (includes same sex domestic partner), another family member and a friend. The patient or representative retains the right to withdraw or deny visitation consent at any time. The patient may appoint who they want available for emotional support during their visit. Visitation is not limited, restricted or otherwise denied on the basis of race,

color, national origin, religion, sex, sexual orientation, gender identity or disability. Anyone listed above has the same rights for patient-agreed-upon visitation as the immediate family would enjoy. If visitation is limited through clinical restrictions etc., you will be notified of the restrictions and the reasons.

- **Privacy.** You have the right to personal privacy during the course of your treatment including privacy of your medical record, communications regarding your care, as well as films, photography and images.
- **Protective Services.** You may expect a safe and secure environment, including assistance in receiving protective services and advocacy as needed.
- **Receive Effective Communication.** Caregivers will communicate clearly with you, your family and other visitors. At times, communication may be restricted due to your medical condition or at your request. Your physician shall be notified in a timely manner of your admission. You or your representative shall be notified at the time of your admission, transfer or hospital discharge.
- **Release of Your Medical Record.** You may expect that your medical records will not be released to anyone without your consent, except when required by law or a third-party payer contract.
- **Research or Teaching.** You have the right to choose whether or not you participate in any research study, performance improvement or education program.
- **Respectful Care.** You have the right to care with attention to your personal dignity, which contributes to a positive self-image. You have the right to be free from abuse, exploitation, harassment, neglect, inappropriate use of restraint and seclusion, humiliation, financial or other mistreatment. The hospital respects the rights of your culture, personal values, beliefs and preferences. Your right to religious and other spiritual services will be accommodated.
- **Safe and Clean Environment.** You may expect to be cared for in a safe and clean environment. You are encouraged to report concerns regarding care and safety so we can address your concern.
- **Special Needs Assistance.** You are able to request assistance with any special needs including vision and hearing problems. Translator services are available.
- **Medicare Patients.** You have the right to receive a Beneficiary Notice of non-coverage and the right to appeal a premature discharge.

PATIENT RESPONSIBILITIES

All patients at McLaren St. Luke's have the responsibility to:

- Give full information about your health and any changes in your condition to your doctors and others on your healthcare team. You and your family need to ask questions when you do not understand your treatment or what to do about your care.
- Report unexpected changes in your condition to the responsible healthcare provider.

- Follow the rules of the hospital and be thoughtful about the rights and property of other patients and hospital employees.
- Tell your nurse when you leave your room or the floor.
- Follow your treatment plan and tell your doctors and nurses if you have any questions or concerns. This will allow us to clarify and help you with any care needs.
- If you choose not to follow your care instruction, you will be responsible for the outcome.
- Ensure that the hospital has a copy of your Advance Directive, if you have one.
- Participate in developing a pain relief plan with your doctors and nurses.
- Pay your bills in a timely manner.

CONCERNS AND GRIEVANCES

The entire staff of McLaren St. Luke's is dedicated to providing quality care and to making your stay as comfortable as possible. In the event that you are not satisfied with aspects of your care or services, we would suggest the following steps:

1. Speak with your primary care nurse about your problems, concerns or complaints. The nurse will make every effort to correct those concerns.
2. If your primary nurse is unable to resolve your problem, ask to speak with the Nursing Manager or Supervisor.
3. If those steps have not adequately addressed your concerns, you can also call the 24-hour CARELINE at extension 6277 or 419-893-5911.
4. If all of those efforts do not resolve the issues, you may contact the appropriate advocacy agency listed here:

Medicare Beneficiary Hotline:

1-800-MEDICARE
(1-800-633-4227)

Medicare Beneficiary Livanta Helpline:

1-888-524-9900

Ohio Department of Health Complaint Unit
246 North High Street
Columbus, Ohio 43215

Ohio Department of Health Complaint Hotline:

1-800-342-0553 or
HCComplaints@odh.ohio.gov

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181
1-800-994-6610

E-mail: complaint@jointcommission.org
www.jointcommission.org. Scroll down to "Filing a Complaint"



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