

PATIENT RIGHTS AND RESPONSIBILITIES

The University of Maryland Medical Center *is committed*
to providing patients with *quality care*.

AS A PATIENT, YOU HAVE A RIGHT TO:

- receive considerate, respectful and compassionate care regardless of your race, religion, color, national origin, sex, age, sexual orientation, disability, or source of payment.
- participate in the development and implementation of your plan of care.
- information about your diagnosis, condition, and treatment in terms that you can understand. You have the right to give written informed consent before any non-emergency procedure begins.
- be informed about outcomes of care, treatment and services provided, including unanticipated outcomes.
- refuse treatment to the extent permitted by law and to be informed of the possible consequences of the refusal.
- agree or refuse to take part in medical research studies. You may withdraw from a study at any time.
- participate or refuse to participate in recording or filming for purposes other than identification, diagnosis or treatment.
- sign language or foreign language interpreter services. We will provide an interpreter as needed.
- formulate advance directives and have them followed within the limits of the law and the organization's capabilities. We can provide you with information that will help you complete an advance directive.
- have your pain assessed and to be involved in decisions about managing your pain.
- know the names and professional titles of your physicians and caregivers.
- be involved in your discharge plan. You can expect to be told in a timely manner of the need for planning your discharge or transfer to another facility or level of care. Before your discharge, you can expect to receive information about follow-up care that you may need.
- be free from restraint or seclusion, of any form, imposed by staff as a means of coercion, discipline, convenience, or retaliation. Restraint or seclusion may only be used to ensure the immediate physical safety of you, staff, or others and must be discontinued at the earliest possible time.

- know about professional and financial ties between institutions and people caring for you.
- request that your family or representative of your choice and your own physician be notified of your admission to the hospital.
- access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of protective and advocacy resources.
- pastoral and other spiritual services. Chaplains are available to help you directly or contact your clergy.
- confidential clinical and personal records.
- see your medical record within the limits of the law.
- an explanation if we restrict your visitors, mail, or telephone calls.
- an explanation of hospital rules.
- an examination and explanation of your bill, regardless of how it is paid.

- You and your family members have a right to discuss ethical issues with an **ETHICS COMMITTEE** representative. Call **410-328-8667** and ask for the hospital **ETHICS COMMITTEE**.
- You have a right to voice your concerns about the care you receive. If you have concerns, we urge you to:
 - Tell your physician, nurse or caregiver about your concern.
 - If you believe further action needs to be taken, talk to the manager.
 - You may also contact the **PATIENT ADVOCATE** at **410-328-8777**.
 - If your concerns are not addressed to your satisfaction, call our **PATIENT SAFETY HOTLINE** at **410-328-SAFE**, or email **8SAFE@UMM.EDU**
 - You may also call the **MARYLAND OFFICE OF HEALTHCARE QUALITY** at **410-402-8216** or **THE JOINT COMMISSION** at **1-800-994-6610 DELMARVA** at **1-800-492-5811** if you feel we have not adequately responded to your concern.

AS A PATIENT, YOU ARE RESPONSIBLE FOR:

- providing the hospital with complete and accurate information when required, including the following:
 - your full name, address, home telephone number
 - date of birth
 - Social Security number
 - insurance carrier
 - employer
 - your health and medical history
 - present condition
 - past illnesses
 - previous hospital stays
 - medicines
 - vitamins
 - herbal products
 - any other matters that pertain to your health, including perceived safety risks
- providing the hospital or your doctor with a copy of your advance directive, if you have one.
- asking questions when you do not understand information or instructions.
- telling your doctor if you believe you can't follow through with your treatment plan.
- outcomes if you do not follow the care, treatment and services plan.
- reporting changes in your condition or symptoms, including pain, to a member of the health care team.
- acting in a considerate and cooperative manner and respecting the rights and property of others.
- following the rules and regulations of the health care facility.
- keeping your scheduled outpatient appointments or cancelling them in advance if at all possible.

