



Patient Rights and Responsibilities

Mission St. Joseph's Health System promotes caring and compassion. We respect your rights as a patient and want you to know about these rights. We also want you to know the things you can do to help us provide good care. Our staff can help you read this statement of your rights if you have trouble reading or knowing what these rights mean.

We pledge to do all we can to:

- Provide reasonable access to the care you need.
- Show respect for your dignity and privacy as care is given.
- Provide skilled, well-trained staff to care for you.
- Show respect for your values and beliefs. Support you in your beliefs as long as they do not hinder the well-being of others or your planned course of care.
- Keep your hospital and medical records private.
- Treat you and all patients without regard to race, gender, color, religion, national origin, disability, age, or ability to pay.
- Listen to, review and try to resolve your concerns. If your concerns cannot be resolved, you may report them to: Division of Facilities Services, 20711 Mail Service Center, Raleigh, NC 27699-20711. Phone: 800-624-3004.
- Respond to your complaints promptly. You may report your complaints to the unit director or to the administrator on-call. Dial 0 on your room phone or **828-213-1111** from a home phone. Ask the for the administrator on-call. You will receive a prompt response to your concern.
- Inform someone you choose when you have been admitted to the hospital. We will inform them promptly.
- Tell you the names and roles of the people caring for you.
- Tell you about your illness, treatments and likely outcomes.
- Help you take part in planning your care and having an active role in that plan of care. You may request or refuse treatment at any time. You and your physician will discuss the best care for you.
- Assist you in making decisions about your care. Let you involve or exclude others in helping you make decisions.
- Take into account any Advance Directives, such as a Living Will or Healthcare Power of Attorney, stating your choices about end-of-life medical care. Provide information about these documents.
- Let you choose whether to accept or refuse treatments.
- Tell you which hospital rules and policies apply to you as a patient.
- Respond to your requests for copies of conflict of interest policies that relate to your care.
- Take steps to keep you safe.
- Protect you from any form of abuse or harassment by anyone while you are a patient.
- Help you present your concerns, get spiritual care, get advice about ethics, discharge planning, and money matters. Help you get protection from abuse.
- Show you your bill and explain it to you, no matter how it is paid.
- Let someone you choose act for you and support your rights, if you ever cannot do so. You cannot be denied the right of access to the person or agency who has been given the right to act on your behalf.
- Give emergency care when needed, as quickly as we can.
- Give you quality health care.
- Maintain high standards for all health care staff.
- Consult you if a doctor wants you to take part in a research program or donor program, and let you choose whether or not to do so. You will receive good care whether you choose to take part or not.
- Get someone to translate for you if you do not speak English or if you have trouble reading, speaking or hearing. Provide a copy of these rights in Braille for patients who are blind and who read Braille.
- Let you review your medical record, unless your doctor has asked that we not do so.
- Read and understand the information in your medical record. You or someone you choose will have access to this information promptly.

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- Allow a person you choose to see your record even if your doctor has restricted your access to it.
- Give you treatment in such a way that you will not suffer needless physical or mental distress. Help you tell about your pain and provide relief for your pain.
- Provide care if you are dying that meets your needs for comfort and well being.
- Avoid waking you up unless we must do so to follow your plan of care.
- Avoid doing the same medical or nursing procedure more than once, if at all possible.
- Avoid using restraints of any kind except when it is medically necessary. We will not use restraints to coerce you. We will not use restraints as a matter of convenience, discipline, or as a method of retaliation by staff.
- Respect your choices for drugs, treatments, or procedures offered by the facility. You will be informed of risks or health care outcomes to which your choices may lead.
- Help you bring in another doctor if you request, at your expense.
- Transfer you in a safe and prompt manner to another place for care if medically appropriate care cannot be provided, laws do not allow the care requested, or if you request a transfer.

In return, the hospital expects you to:

- Give us correct, complete reports about your health.
- Let the hospital staff or your doctor know if you do not understand the plan for your care or your role in that plan.
- Follow the treatment plan prepared by the doctor and staff.
- Understand the fact that you may cause your health to become worse if you refuse treatment or do not follow the plan of treatment.

- Do what the hospital staff requests, within reason.
- Report changes in your health.
- Keep your appointments.
- Follow hospital rules.
- Take into account the needs and feelings of other patients and the hospital staff.
- Pay your hospital bills promptly.
- Provide Advance Directives (Living Will or Healthcare Power of Attorney) if you have one.

Rights and Responsibilities for Pediatric Patients and their Families

In addition to the rights and responsibilities listed above, the following rights and responsibilities apply to pediatric patients. Pediatric patients are those patients who are under 18 years of age. (**Please note:** A more detailed statement of pediatric rights and responsibilities appears in a separate document.)

We pledge to do all we can to:

- Show respect for your dignity and privacy as care is given.
- Give care that supports you and your family.
- Give you reports about your care that you can understand.
- Offer emotional support.
- Respect your need to grow, play, and learn.
- Let you make your own choices when you are able.

In return, the hospital expects families to:

- Give us correct, complete reports about your child's health.
- Give your child the care he or she needs.
- Think about and respect the rights of other patients, families, and hospital staff.

