

PATIENT RESPONSIBILITIES

You will be expected, within the limits of your abilities, to assume a share of the responsibility for your health care.

PROVIDE INFORMATION

- Bring with you information about past illnesses, advance directives, including individual instructions, past hospitalizations, medications, and other matters related to your health;
- Provide accurate and complete information, inclusive of any perceived risks or concerns to physicians and other caregivers, and verify/validate information;
- Provide necessary information for prompt payment of your hospital bill or to make payment arrangements when necessary;
- Provide accurate information necessary for insurance processing and to be prompt about asking questions you have concerning your bill.

PARTICIPATE IN YOUR CARE

- Ask questions about specific problems and request information when you do not understand your illness or treatment;
- Work with your health care providers to establish a goal for pain relief and develop and implement a plan to achieve that goal;
- Follow the treatment plan recommended by physicians and other caregivers, or if treatment is refused, you are responsible for your actions and the medical consequences;
- Follow all hospital policies affecting patient care and conduct.

RESPECT OTHERS

- Consider the rights of hospital personnel and other patients and ensure that your visitors are considerate in the control of noise, limiting the number of visitors, and abstaining from smoking;
- Respect hospital property and the property of other patients;
- Abide by Saint Francis Hospital rules and regulations and to see that your visitors do.

If you have any questions or concerns about any aspect of your care please contact the hospital's Patient Family Representative at:

304-347-6798.

Hours

Monday thru Friday 8:00 am - 4:00 pm

Weekends and Evenings
Contact the Nurse Supervisor

If your complaint is not resolved to your satisfaction you may call:

WVDHHR -OHFLAC
Office of Health Facility Licensure and
Certification

Phone Number: 304-558-0050

or

The Joint Commission Complaint Line
1-800-994-6610



**PATIENT RIGHTS
AND
RESPONSIBILITIES**

PATIENT RIGHTS

Patients have a fundamental right to medical care that safeguards their personal dignity and respects their cultural, psychosocial and spiritual values. Saint Francis Hospital strives to provide understanding and respect of these values in meeting patient's needs so long as these values are within the hospital's capacity, its stated mission and philosophy and relevant laws and regulations.

ACCESSIBLE CARE

- Impartial access to medically indicated treatment regardless of race, creed, sex, age, national origin, handicap or sources of payment for care;
- Expect the hospital to respond to your requests for service, within its capacity, and to provide evaluation, service, or referral by the urgency of your care needs;
- Information regarding and access to protective services, if needed;
- Communication assistance if you do not speak or read English, or cannot see or hear;
- Express a concern or complaint regarding your care and safety to the attending physician, nurse assigned to you, the nursing supervisor, or patient/family representative or appropriate state authority. You have a right to a timely response to your concern or complaint and resolution when possible. Expression of a concern or complaint will not compromise your care or future access to care.

COORDINATION OF CARE

- Know by name the physician responsible for the coordination of your care and identities of others involved in providing your care;
- Be involved in the effective assessment and management of your pain as appropriate to the medical diagnosis or surgical procedure;
- Consent or refuse to participate in any treatment that is considered experimental in nature, and to have those studies fully explained prior to consent.
- Participate in decisions regarding ethical issues surrounding your care;

RESPECT AND DIGNITY

- Expect personal dignity to be honored through considerate, respectful, and safe care provided by staff and to be educated regarding patient rights and their responsibilities for supporting those rights;
- Have your spiritual, psychosocial, personal values and cultural beliefs respected;
- An Advance Directive concerning treatment or having a designated decision maker named with the expectation that the hospital will honor that directive and these decisions to the extent permitted by law and the Ethical and Religious Directives for Catholic Health Care Services.

TRANSITION AND CONTINUITY OF CARE

- Expect reasonable continuity of care and be advised of continuing healthcare requirements following discharge.
- Expect not to be transferred to another facility unless you have received a complete explanation for the need for the transfer and of the alternatives to such a transfer and whether the transfer is acceptable to the other facility.

PRIVACY

- Consideration of privacy in case discussion, consultation, examination and treatment.
- Request a transfer to another room if another patient or visitor in that room is unreasonably disturbing you.
- Expect that all communication and records pertaining to your care be treated as confidential by the hospital, except in cases such as suspected abuse or public health hazards which are required by law.

INFORMATION, EDUCATION AND COMMUNICATION

- Obtain information from physicians and other direct caregivers in understandable terms concerning diagnosis, treatment, prognosis, and plans for discharge and follow-up care.
- Make decisions about your care and refuse treatment to the extent permitted by law and be informed of the medical consequences of such action;
- Access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law;
- Obtain information as to any relationship between the hospital and other health care or educational institutions, which may influence your care;
- Examine and receive an explanation of your hospital bill, regardless of the source of payment;
- Information about hospital policies that related to your care.
- Request to see a copy of the hospital's Code of Ethical Behavior;
- Review your medical records and have information explained or interpreted as necessary, except as restricted by law.