



PATIENT RIGHTS AND RESPONSIBILITIES

Thank you for entrusting us with your care. Healthcare is a shared experience involving patients and those who give care. Because we recognize, value and respect the personal worth and dignity of each patient served by Central Maine Healthcare, this statement of patient's rights is offered as an expression of our philosophy and commitment to our patients.

You have the right:

1. To receive safe, reliable, high-quality care without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation, and gender identity or expression.
2. To compassionate, considerate, safe, respectful care by skilled and competent staff.
3. To express their spiritual beliefs and cultural practices to the extent they do not harm others or interfere with treatment.
4. To expect that within our capacity, reasonable requests for services if medically appropriate and legally permissible will be honored. If transfer to another institution is necessary, the receiving institution and provider must first accept the transfer. The patient must be provided with explanation of why transfer is necessary and alternative to that transfer.
5. To expect reasonable continuity of care and to be informed by caregivers of available and realistic patient care options. Also, the right to receive appropriate instructions and education from caregivers to achieve an optimum level of wellness and safety.
6. The right to have a family member, representative, support person and personal physician notified of admission and have support person present for emotional support.
7. To communication that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Sign language and oral interpreters, videophones, TTYs (telecommunications device for the deaf), and other auxiliary aids and services are available free of charge to the deaf and hard of hearing. For assistance, please contact any CMH Personnel or the Language and Interpretive Services Line 207-786-1833. For assistance via a TTY phone, please use the following contact information: Bridgton Hospital - 207-647-6140, Central Maine Medical Center - 207-795-2690, Rumford Hospital - 207-369-1030. If you have vision, speech, hearing, and/or other impairments, you will receive additional aids to ensure your care needs are met.
8. To obtain complete and current information concerning diagnosis, treatment and prognosis except in emergencies when patient lacks capacity and the need for treatment is urgent.
9. To know the name of the provider who has primary responsibility for your care as well as those practitioners who will provide treatment and services.
10. To participate in decisions about his or her care, treatment, and services.
11. To accept or refuse medical or surgical care once risks and benefits are explained and in accordance with law and regulation. If patient is a minor, legal guardian(s) is included in decision making.
12. To include or exclude any family members from participating in care decisions.
13. To expect privacy and discretion regarding medical discussion, consultation, examination and treatment.
14. To have medical records and information handled in a confidential manner among those directly involved in your care, and those entitled to review information in the records in accordance with law and regulation.
15. To have caregivers strive to manage and control pain for all patients.

16. To make an informed decision whether or not to participate in research, investigation or clinical trials. The institutional Review Board and Clinical Research Department are available to assist as needed.
17. To be informed about Advance Directives (Living Will, Physician Orders for Life-Sustaining Treatment, Medical Power of Attorney) as well as how decisions regarding your care would be made if you were unable to speak for yourself.
18. The right to access protective and advocacy services.
19. Patients have the right to be informed of the hospital charges, billing practices, and available payment plans.
20. To voice your concerns about the care you receive. If you have a problem or complaint or grievance, you may talk with your doctor, nurse manager, or department manager. You may also contact the Patient Relations office at CMMC, 207-795-2398, at Bridgton Hospital, please contact administration at 207-647-6099, and at Rumford Hospital, please contact administration at 207-369-1488.

If your concern is not resolved to your liking, you may also contact the following agencies to file your grievance: DHHS Division of Licensing & Certification

DHHS Division of Licensing & Certification
 State House Station, Augusta, Maine
 Tel: 1-800-383-2441

Joint Commission-Quality Monitoring
 Tel: 1-800-994-6610
 Email: complaint@jointcommission.org

Kepro
 5700 Lombardo Center Dr., Suite 100
 Seven Hills, OH 44131

Patient Responsibilities

1. To provide - to the best of your knowledge - accurate and complete information about all matters relating to your health status.
2. To report any changes in your condition to your physician and/or other caregivers.
3. To follow treatment plans and instructions as agreed upon by you and your caregivers.
4. To cooperate with staff caring for you and to ask questions when you do not understand instructions.
5. To participate in the educational opportunities provided and in the development of a post-hospital care plan.
6. To inform the health care providers about any Advance Directives you might have and to inform them of changes you have made to these documents.
7. To treat all hospital staff, other patients, and visitors with courtesy and respect; follow hospital rules and regulations, and be mindful of noise levels, privacy, and number of visitors.
8. To question billing discrepancies in a timely fashion and to provide the necessary information and forms to facilitate the prompt payment of your bills.
9. To keep appointments, be on time, and call your health care provider if you cannot keep your appointments.