PATIENT RIGHTS AND RESPONSIBILITIES

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.

1. The right to be treated without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation, and gender identity or expression.

2. The right to express their spiritual beliefs and cultural practices to the extent they do not harm others or interfere with treatment.

3. The right 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.

4. The right 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. The right 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. The right to effective communication and accommodation for language, vision, speech, hearing, and cognitive impairments. The right to have interpreter and translation services available.

8. The right 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. The right 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. The right to participate in decisions about his or her care, treatment, and services.

11. The right 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. The right to include or exclude any family members from participating in care decisions.

13. The right to expect privacy and discretion regarding medical discussion, consultation, examination and treatment.

14. The right 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. The right to have caregivers strive to manage and control pain for all patients.

16. The right 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. The right to be informed about Advance Directives (Living Will, POLST, 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. The right to be informed about the hospital administrative mechanisms for resolving disputes, grievances, and conflicts. Central Maine Healthcare has a Patient Relations Program to assist as needed.

**PATIENT RESPONSIBILITIES**

1. Patients have the responsibility to provide - to the best of their knowledge - accurate and complete information about all matters relating to their health status.

2. Patients have the responsibility to report any changes in their condition to their physician and/or other caregivers.

3. Patients have the responsibility to follow hospital rules and regulations, including respect for property of other patients, offices and the hospital.

4. Patients have the responsibility to inform the health care providers about any Advance Directives they might have and to inform them of changes they have made to these documents.

5. Patients have the responsibility to participate in the educational opportunities provided and in the development of a post-hospital care plan.

6. Patients have the responsibility to cooperate with staff caring for them and to ask questions when they do not understand instructions.

7. Patients have the responsibility to follow hospital rules and regulations, including respect for property of other patients, offices and the hospital.

8. Patients have the responsibility to question billing discrepancies in a timely fashion and to provide the necessary information and forms to facilitate the prompt payment of their bills.

9. Patients have the responsibility to be considerate and respectful of other patients, especially regarding noise, TV, and visitors.

10. Patients have the responsibility to contact their provider, nurse, other members of the health care team, or to call the Patient Relations Specialist to get answers to questions about their care in the hospital.

11. Patients have the responsibility to help us improve our process and services by letting us know their concerns. At Bridgton Hospital, please contact Administration at 647-6099. At CMMC, please call the Patient Relations Office at 795-2398. At Rumford Hospital, please contact Administration at 369-1488.

We also want you to be aware you have the right to file a grievance with the following agencies:

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

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