

# Patient's Rights and Responsibilities

At Mary Washington Hospital, we are committed to providing our patients with the best possible health care. We believe that patients who understand and participate in their care may achieve better results. We encourage you to become an active partner with your health care team by being informed about your rights and responsibilities as a patient. We will do our best to honor these rights to the best of our ability, while providing appropriate and safe care to all of our patients.

As a patient, surrogate, or guardian, you have the **right** to:

- Considerate, respectful, safe, and quality health care.
- Information in your language and with aids or assistance as needed about your medical status, diagnosis, prognosis, and plan of treatment.
- Active involvement in your plan of care, including the right to consent to or refuse treatment and to be informed of the consequences of your actions.
- Have your pain assessed and treated appropriately.
- Designate a representative or medical power of attorney and have that person included in your plan of care.
- Have a family member or representative of your choice or your own physician notified promptly of your admission to the Hospital.
- Identification of all health professionals participating in your care.
- Freedom from mental, physical, sexual, and verbal abuse, neglect, and exploitation.
- Freedom from any form of restraints that are not medically necessary.
- Safe care, and to be told if something goes wrong with your care.
- Freedom from discrimination, and to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected.
- Privacy, confidentiality (including the confidentiality of your clinical records), and respect for your personal dignity.
- Request information about business relationships between Mary Washington Hospital, its affiliates, and other health care providers.
- Consent to or decline to participate in proposed research studies.
- Request consultation to assist in the resolution of ethical dilemmas.
- Receive information about charges for which you will be responsible.
- Get an up-to-date list of all of your current medications at discharge.
- Financial assistance with the cost of your health care if you qualify.

As a patient, parent, surrogate, or guardian, you have the **right** to:

- Receive information about any restrictions on visitation.
- Receive visitors of your choosing
- Have visitors unless visitation would interfere with your care or the care of others.

As a patient, parent, surrogate, or guardian, you have the **responsibility** to:

- Provide complete and accurate personal identifying information.
- Provide all necessary personal and medical history required for your treatment.
- Provide the hospital with your current Advance Medical Directive.
- Be considerate and respectful of members of the health care team, and to accommodate the legitimate needs of the hospital, other patients, medical staff, and hospital employees.
- Ask if you do not understand your illness or proposed plan of treatment.
- Follow your treatment plan, tell your physician if you are not willing or able to do so, and accept the consequences of your action.
- Participate in continued care after discharge from the hospital and keep follow-up appointments.
- Provide the information necessary to process your medical insurance, and make financial arrangements regarding your hospital bill.
- Be responsible for the safekeeping of clothing, money, and personal items you choose to keep with you.
- Follow the rules and regulations of the hospital.

We are pleased to address any questions or concerns you may have about these rights and responsibilities, your hospitalization, or the care provided to you. The hospital has a formal process to address and resolve any concerns, complaints, or grievances. If you have a complaint or concern about patient care or safety, or other aspects of your hospitalization or treatment, we recommend that you first attempt to resolve any issues with the care center in which the problem occurred.

**If these attempts are unsatisfactory, or if you are not comfortable doing so, you may call 540-741-3955 for assistance in addressing and resolving these issues.** Alternately, you may call the Virginia Department of Health, Office of Licensure and Certification or the Joint Commission's Office of Quality Monitoring, directly whether or not you first have spoken with, or used the Hospital Grievance process. The address and phone number of the Office of Licensure and Certification is: 9960 Mayland Drive, Suite 401, Richmond, Virginia 23233-1463; 800.955.1819. The telephone number of the Joint Commission's Office of Quality Monitoring is 800.994.6610.

## Snowden at Fredericksburg

If your issue is related to Human Rights and you choose not to use the avenue noted above, you may contact the Regional Human Rights Advocate, Kevin Paluszak, at 703-323-2098 or 1-877-600-7431.

Concerns regarding care at Snowden at Fredericksburg may also be made to the Department of Behavioral Health and Development Services, Office of Licensure and Certification at 804-786-3921.

If you feel you have been wrongly denied admission to a Snowden at Fredericksburg program, you are entitled to an impartial review by the Administrator within 7 days of the denial.

