PATIENT RIGHTS

RIGHT TO TREATMENT. Patients have the right to reasonable access to care. Patients have the right to a reasonable response to their requests and need of treatment or services, within UM-St. Joseph’s capacity, its stated mission, and applicable laws and regulations. If medically necessary or advisable, UM-St. Joseph will transfer a patient to an appropriate facility when we are unable to meet the patient’s treatment needs.

RIGHT TO RESPECT. Patients have the right to considerate and respectful care. This includes consideration of the psychological, spiritual and cultural variables that influence the perception of illness. For example, care of the dying patient includes providing comfort and dignity by treating symptoms as directed by the patient and surrogate decision makers, including effective pain management and comfort care, and acknowledging psychological, social and spiritual concerns of the patient and family regarding the dying process.

RIGHT TO DECIDE. Patients have the right, in collaboration with their physician, to have information to enable them to make informed decisions involving their health care. This includes the right to accept or refuse medical care and treatment, to the extent permitted by law, and to be informed of the medical consequences of such refusal. Patients have the right to formulate advance directives. UM-St. Joseph will provide care to patients whether or not they have Advance Directives. Advance Directives shall be made part of the medical record and reviewed periodically with the health care team, patient and surrogate decision maker.

RIGHT TO INFORMATION. Patients have the right to information necessary to enable them to make treatment decisions that reflect their wishes. Patients have the right to have access to the financial cost of treatment. Patients have the right to information regarding an unanticipated or unexpected medical outcome in connection with their treatment. Patients have the right to receive education and training specific to their assessed needs, abilities, learning preferences and readiness to learn the care and services provided by UM-St. Joseph. Patients have the right to information about any professional relationship with another health care provider or institution that might suggest a conflict of interest.

RIGHT TO MANAGEMENT OF PAIN. Patients have the right to effective pain management, which will include physical, social, psychological, and spiritual pain management in their care.

RIGHT TO PARTICIPATE IN ETHICAL ISSUES. Patients and/or their designated representatives have the right to participate in the consideration of ethical issues that arise during their care, including issues of conflict resolution, withholding resuscitative services or withdrawal of life-sustaining treatment and participation in investigational and clinical trials. This includes the right to seek the advice of the Ethics Committee. Patients have the right to seek consultation with the Ethics Committee, Risk Management, Spiritual Care, patient representative, and other ancillary personnel that may be included in the patient care conferences.

RIGHT TO GRIEVANCE. Patients have the right to understand their rights as patients and to initiate a complaint regarding the quality of their care. Patients have the right to contact the following agencies and the medical center to file a grievance:

- Maryland Dept. of Health and Mental Hygiene
  Office of Health Care Quality
  Spring Grove Hospital Center
  Bland Bryant Building
  55 Wade Avenue
  Catonsville, MD 21228
  410-402-8016
  ohcqweb@dhmh.state.md.us

- The Joint Commission
  Office of Quality Monitoring
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181
  800-994-6610
  complaint@JointCommission.org

UM-St. Joseph Medical Center
Attn: Patient Advocate
7601 Osler Drive
Towson, MD 21204
410-337-1910

The Patient Advocate will provide a written response within 7 days. Most grievances are to be resolved within an average of 7 days. Written response to the patient includes the hospital contact person, the steps taken to investigate the grievance, the results and the date of resolution. If the grievance is not resolved in 7 days, the above response includes written update on the process and an anticipated date of resolution.

RIGHT TO RESEARCH INFORMATION. Patients have the right to a description of expected benefits, potential discomforts and risks, and consent to, or refusal of, participation in any human experimentation or other research or educational projects affecting their care or treatment. Patients have the right to informed consent or refusal of participation, all without compromise to their access to services.

RIGHT TO PRIVACY, SAFETY AND SECURITY. Patients have the right to personal privacy and confidentiality of their medical information to the extent permitted by law, on behalf of the patient if the patient has been adjudicated incompetent or is found to be incapable of making an informed decision.

RIGHT TO PROTECTIVE SERVICES. Patients have the right to protective services through the state or courts. Any victim of domestic violence or abuse has the right to a safe environment in which to seek assistance and support.

RIGHT TO FREEDOM. Patients have the right to be free from restraints or seclusion, unless medically necessary.

RIGHT TO NON-DISCRIMINATION. St. Joseph Medical Center does not discriminate in the manner in which it provides healthcare services on the basis of race, religion, ethnic origin, sex, age, disability, sexual preference, ability to pay, or health status. If a patient feels he/she has been discriminated against on any ground, he/she may initiate a grievance with the Medical Center’s Patient Representative.

PATIENTS ALSO HAVE THE RIGHT TO:

- Expect prompt and reasonable responses to their questions
- To know who is responsible for authorizing and performing their procedures or treatments
- Know the identity and professional status of their caregivers.
- Know what patient support services are available, including access to an interpreter if language is a problem
- Have access to their medical records according to hospital policy.
- Be informed of the nature of their condition, proposed treatment or procedure, risks, benefits and prognosis, and any continuing healthcare requirements after your discharge in terms you can understand.
- Be informed of medical alternatives for care or treatment.
- Exercise their cultural values and spiritual beliefs as long as they do not interfere with the well-being of others, or the planned course of any medical care.
- The right to receive visitors while they are a patient. Please refer to the Patient Education Brochure for specific details on the hospital’s visitation policy. A patient has the right to designate a support person of their choice who may stay with them 24/7 while they are an inpatient or an outpatient.

Members of the University of Maryland Medical System 7601 Osler Drive, Towson, MD 21204