

**Notice of St. Mary's Regional Medical Center
Patient Rights and Responsibilities**

At St. Mary's Regional Medical Center ("St. Mary's") we believe deeply in the dignity of the individual and in the right of all persons to safe, self-directed, quality healthcare. It is our goal to provide you with considerate and respectful treatment while you are here. We are committed to preserving dignity and honoring personal values by protecting the rights of every patient.

If you are not satisfied with your care, please report it immediately to your caregivers, the nursing supervisor, or the Patient Representative Department at 1-866-894-5534. You also have the right to make a grievance or complaint regarding the care you received at St. Mary's directly with the Maine Department of Human Services Division of Licensing and Certification. To do so, you may call or write to:

Maine Department of Human Services, Division of Licensing and Certification
State House Station 11
Augusta, Maine 04333-0011
Phone: 1(800) 621-8222 / TTY: (207) 287-9312

or

DNV GL Healthcare
400 Techne Center Drive, Suite 100,
Milford, OH 45150
Website: <http://dnvglhealthcare.com/patient-complaint-report>
Telephone: (866) 496.9647 • Fax: (513) 947.1250

You have the following rights and responsibilities as a patient at St. Mary's:

Your rights as a patient:

- The right to receive written information explaining your rights as a patient.
- The right to appropriate medical care, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- The right to emergency medical care, regardless of whether you meet the requirements for St. Mary's financial assistance policy.
- The right to care that is considerate and respectful of personal values and beliefs.
- The right to personal privacy.
- The right to confidentiality of your clinical records in accordance with the law.
- The right to receive care in a safe environment.
- The right to be free from all forms of abuse or harassment and from restraints, seclusion, and corporal punishment.
- The right to know the identity of individuals providing your care.
- The right to have regular access to phone calls and visitors.
- The right to have a family member, friend, or other individual of your choice present for emotional support during your hospitalization.
- The right to have a family member of your choice and your primary care physician notified of your hospitalization.
- The right to be informed of your health status.

- The right to make informed decisions regarding your care, including pain management decisions.
- The right to participate in the development and implementation of your treatment plan.
- The right to request or refuse treatment to the extent permitted by law, or to change your mind regarding your care.
- The right to formulate an Advance Directive for when you are unable to make decisions regarding your care, and to have St. Mary's comply with that Directive in accordance with the law.
- The right to access information contained within your clinical record within a reasonable time frame after your written request.
- The right to give or withhold informed consent to produce or use recordings, films, or other images of you for purposes other than your care.
- The right to participate in any ethical discussions that arise regarding your treatment plan.
- The right to receive information about clinical experiments, research, or educational projects affecting your care or treatment plan.
- The right to assessment and management of pain.
- The right to receive information in a manner that you understand, which includes the provision of interpreter and translation services, visual aids or adaptive equipment if required.
- The right to access protective and advocacy services.
- The right to receive a detailed explanation of your bill and information regarding hospital charges and payment methods.
- The right to continuity of care.
- Patients with disabilities have the right to full and equal access to medical care services and to the facilities where services are provided, as well as the right to request reasonable modifications to policies, practices, and procedures when necessary to make health care services fully available to individuals with disabilities, unless the modifications would alter the nature of the services.
- The right to be informed of the St. Mary's complaint/grievance process and to voice complaints/concerns without affecting your care and treatment. Any questions or concerns can be reported to a staff member of the Patient Representative Department at 777-8208. Patients have the right to also contact the Maine Department of Human services, Division of Licensing and Certification (M-F 8-5; please leave a voice message after 5:00 pm) or DNV GL Healthcare, our accrediting body.

Your responsibilities as a patient:

- Patients are responsible for their safety and well-being.
- Patients must provide accurate and complete health information and report all changes in their condition.
- Patients must follow the treatment plan. If they decide not to follow the plan, they should notify the physician or nurse immediately.
- Patients accept responsibility for the consequence of refusing treatment or disregarding the treatment plan.
- Patients must follow St. Mary's rules and regulations.
- Patients are responsible for requesting information or clarification regarding their health status or treatment plan if they do not fully understand what has been described.
- Patients must be considerate and respectful of the rights of other patients and ensure that visitors respect those rights as well.
- Patients must refrain from behavior that places a health risk on others.
- Patients must respect the property of others and that of St. Mary's.
- Patients are responsible for promptly satisfying all financial obligations.