

PATIENT RIGHTS & RESPONSIBILITIES

Patient Rights

We expect you and your loved ones to play an active role in all aspects of your care and in maintaining a medically safe environment.

Here's what you can expect from us:

- We will care for you regardless of your religion, race, gender, family traditions, physical abilities or financial situation.
- We will respect your cultural, psychosocial, spiritual and personal values, beliefs and preferences and your unique needs as a patient.
- We will provide a friendly, respectful, and medically-safe environment that protects your privacy.
- We will listen to you and answer your questions.
- We will explain things in ways you can understand, including results of your care and how to take care of yourself at home.
- We will encourage you to be involved in making decisions about your care. And we will respect your right to request or refuse medical treatment.
- We will tell you who we are, what we are doing and how it may feel.
- We will care for you in a careful and gentle manner that preserves dignity and contributes to a positive self image.
- We will work with you to manage your pain based on the best practices ordered by your physician.
- We have empowered every member of your health care team to help you resolve your concerns right on the spot.
- We will keep your medical information confidential.
- If you and your loved ones wish to go elsewhere for care, we will help you decide if this is possible and safe for you.
- We will answer your financial and insurance questions and may provide you with an itemized statement at your request.
- We will explain your right to have an advance directive if you are 18 years or older, and we will honor it. If you request, we will assist you in developing one.
- We will explain how your loved ones may visit or be with you while you are here.
- We support open and flexible visitation and encourage the involvement of family members and friends in the patient's care. We will ensure that visitors enjoy full and equal visitation privileges, consistent with patient preferences and reasonable clinical/operational limitations. Accordingly, MRHS will not restrict visitation privileges on the basis of race, color, national origin, religion, gender identity, sexual orientation or disability. Patients (or their legal decision-makers) may receive visitors of their choosing and may also refuse to see visitors or withdraw consent to see visitors of their choosing at any time.

Patient Responsibilities

We consider you a part of our team of care.

Here is what we expect when you visit:

- Provide us with complete and accurate information about your medical history, medicines, allergies, anything that makes you sad, angry, afraid or worried, and any religious beliefs, traditions or complementary and herbal remedies that may affect your treatment plan.
- Follow recommended treatments; let us know if you can't and understand what could happen if you don't.
- Tell us how we are doing as we provide you services and about any medical safety concerns and any □ unexpected changes in how you feel.
- Tell us as soon as you feel uncomfortable or have pain and if your pain is not relieved.
- Tell us when you have questions or concerns about your care, medications or services you have received.
- Follow our organization's rules and regulations.
- Show respect for the people taking care of you and for the other patients and families visiting here.
- Allow us the opportunity to satisfy you as best we can.
- Meet your financial obligation to the organization, and if you have concerns about doing so, let us know.