

EFFINGHAM CARE CENTER RESIDENT'S RIGHTS AND RESPONSIBILITIES

As a patient at **Effingham Care Center**, you have many rights that are in place to ensure you receive the best care possible. You also have responsibilities that help both you and your caregivers make informed decisions about your treatment while you are in our care. Please review your rights and responsibilities carefully, and be sure to ask if you have any questions.

You have the RIGHT to receive compassionate care that respects your personal, spiritual, cultural, and religious values and beliefs.

You have the RIGHT to be treated with respect and dignity.

You have the RIGHT to have the Care Center promptly notify a family member or representative and your physician of your admission to the Care Center.

You have the RIGHT to formulate advance directives and to have Care Center staff and physicians comply with these directives. These documents express your choices about your future care or name someone to decide if you cannot speak for yourself. If you have a written advance directive, you should provide a copy to the Care Center, your family, and your doctor.

You have the RIGHT to receive information in a manner that is understandable by you.

You have the RIGHT to translation for speech, hearing, or other impairment needs.

You have the RIGHT to authorize or refuse any treatment, as permitted by law. If you refuse a recommended treatment, you will receive other needed and available care.

You are RESPONSIBLE for providing information about your health, including past illnesses, Care Center stays, and use of medicine.

You have the RIGHT to have your pain assessed and managed appropriately.

You have the RIGHT to expect a quick response to reports of pain.

You are RESPONSIBLE to ask for pain relief when pain first begins and to assist the providers in assessing your pain.

You have the RIGHT to be free from restraints and seclusion of any form that are not medically necessary.

You have the RIGHT to privacy. The Care Center, your doctor, and others caring for you will protect your privacy as much as possible.

You have the RIGHT to expect that health records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the Care Center releases records to others, such as insurers, it emphasizes that the records are confidential.

You have the RIGHT to receive a Notice of Privacy Practices, which contains information about how your health information is used.

You have the RIGHT to review your medical records, to receive an accounting of disclosures, to request restriction on use/disclosures, and request amendment regarding your own health information as permitted by law.

You have the **RIGHT** to expect that the Care Center will give you necessary health services to the best of its ability. Treatment, referral, or transfer may be recommended. If transfer is recommended or requested, you will be informed of the risks, benefits, and alternatives.

You have the **RIGHT** to be told of realistic care alternatives when Care Center care is no longer appropriate.

You have the **RIGHT** to know about Care Center rules that affect you and your treatment and about charges and payment methods.

You have the **RIGHT** to review your bill, have the information explained to you, and get a copy of the bill.

You are **RESPONSIBLE** for financial obligations for care and services. This includes providing information for insurance and working with the Care Center to arrange payment, when needed.

You have the **RIGHT** to know the identity and professional status of those who care for you. All staff will wear name badges with their name, and job title.

You are **RESPONSIBLE** for asking questions when you do not understand information or instructions.

You are **RESPONSIBLE** to follow your plan of care, and for telling your doctor if you believe you can't follow through with your treatment.

You and your visitors are **RESPONSIBLE** for being considerate of the needs of other patients, staff and the Care Center.

You have the **RIGHT** to know about Care Center resources, such as patient complaints and grievance processes, or ethics committees, that can help you promptly resolve problems and questions about your Care Center stay and care.

If you have concerns about patient care or safety at **Effingham Care Center**, please contact your nurse or caregiver to give us an opportunity to resolve your concern. If your concern is not addressed, you may contact the:

Compliance Officer
(912) 754-0480 or (912) 754-6451
P.O. Box 386 Springfield, Georgia 31329

Effingham Care Center is accredited by the Joint Commission. The Joint Commission's accreditation process focuses on systems critical to the safety and the quality of care, treatment and services. If we cannot resolve your concerns, you are welcome to contact the Joint Commission's Office of Quality Monitoring by calling 1-800-994-6610 or by mail to:

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181

We maintain a website that provides information about our entity; this Notice will be on the website.

www.effinghamhealth.org