

## **EFFINGHAM HEALTH SYSTEM PATIENT'S RIGHTS AND RESPONSIBILITIES**

As a patient at **Effingham Health System**, 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 an environment that preserves dignity and contributes to a positive self-image.

You have the **RIGHT** to respects of your cultural and personal values, beliefs, and preferences.

You have the **RIGHT** to be communicated to in a manner in which you fully understand.

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

You have the **RIGHT** to formulate advance directives and to have hospital 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 hospital, your family, and your doctor.

You have the **RIGHT** to access protective and advocacy services.

You have the **RIGHT** to receive information in a manner that is understandable by you receives language interpretation and or translation services if needed.

You have the **RIGHT** to be communicated in a manner that meets your impairment needs, (hearing, and vision and speech recognition).

You have the **RIGHT** to consent to 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, hospital 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 report 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 have a family member, friend, or other individual to be present with you for emotional support during the course of your stay. This individual may or may not be the surrogate decision-maker or legally authorized representative.

You have the **RIGHT** to be involved and participate and make decision about your plan of care, treatment and services including the right to have your physician promptly notified of your hospital admission.

You have the **RIGHT** to privacy. The hospital, 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 hospital 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 in accordance with law and regulation.

You have the **RIGHT** to expect that the hospital 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 religious and other spiritual services. The hospital will make efforts to accommodate you or make appropriate referrals.

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

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

You have the **RIGHT** to review your bill, has the information explained to you, and gets 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 hospital 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 hospital.

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

If you have concerns about patient care or safety at **Effingham Health System**, 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) 754-0143 or (912) 754-6451**  
**P.O. Box 386 Springfield, Georgia 31329**

**Effingham Health System** 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.

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

[www.effinghamhealth.org](http://www.effinghamhealth.org)