

Patient Rights & Responsibilities

As a patient at SEARHC, you have the right to:

- Considerate and respectful care. Including appropriate assessment, and management of pain, and consideration of your cultural and spiritual beliefs.
- Obtain from direct caregivers relevant, current and understandable information related to your care.
- Know the identity of physicians, nurses and others involved in your care.
- Make decisions about the plan of care, including end-of-life care decisions.
- Have an advance directive.
- Every consideration of privacy.
- Expect that all communications and records pertaining to your care will be treated as confidential.
- Review the records pertaining to your medical care.
- Expect that, within its capacity and policies, SEARHC staff will make reasonable response to your request for appropriate and medically indicated care and services.
- Ask and be informed of the existence of business relationships that may influence your care or treatment.
- Give or withhold consent and consent to, or decline participation in proposed research studies.
- Expect reasonable continuity of care when appropriate.
- Be free from neglect, exploitation, and abuse.
- Be informed of SEARHC policies and practices that relate to patient care and treatment.
- Have complaints reviewed impartially by the organization without reprisal.
- Not be denied appropriate care on the basis of race, religion, color, national origin, sex, age, disability, marital status, or source of payment, nor shall any such care be denied on account of patient's sexual orientation or gender identity.
- Access translation services, as needed.
- Have your wishes concerning organ donation honored.
- An environment that preserves dignity and contributes to a positive self-image.
- Be treated by your physician of choice, subject to reasonable rules and regulations of SEARHC's credentialing process.
- Receive and restrict visitors unless contraindicated. A visitor may include, but not limited to, a support individual of your choice, spouse, domestic partner (including same sex domestic partner), another family member, or a friend.
- Be free from chemical and physical restraint, unless necessary for your safety and the safety of your care team.

In addition, Swing Bed patient rights include:

- Have a family member and your physician notified promptly of your admission.
- Retain and use personal clothing and possessions as space permits, provided it does not infringe on the rights of other patients.
- Participate in activities of any social, religious, and community groups provided it does not infringe on the rights of other patients.
- Access protective and advocacy services.
- Compose and receive mail.
- Access a telephone for private conversation.
- Privacy for visits and, if married, to share a room with your spouse if both are patients at the same facility and where both patients consent, unless it is medically contraindicated and so documented by a physician.

Federal & State law and regulations provide guidelines which SEARHC follows in order to provide quality health care services. These include the Health Information Portability & Accountability Act (HIPAA), The Privacy Act, and Alcohol & Drug Confidentiality regulations, as well as compliance with The Joint Commission accreditation standards.

Your concern is our concern.

If you have questions, want more information, or wish to make a report or complaint about the handling of your patient information you may contact the Privacy & Compliance Officer at: 1-866-891-8800 or email complianceofficer@searhc.org

A staff member will talk with you and connect you with the best person to help address your issue or concern. Most concerns can be resolved through this process.

As a SEARHC patient, you are expected to:

Patients are expected to treat all SEARHC staff, other patients, and visitors with courtesy and respect: abide by all organization rules and safety regulations.

- Give full information about your health and any changes in your condition to our healthcare team.
- Maintain a healthy lifestyle.
- Ask questions.
- Let staff know if you do not understand what you are told or what is happening to you.
- Request a translator if needed.
- Provide information about past illnesses, hospitalizations, medications, and other matters related to their health status.
- Pay your bills in a timely manner.
- Follow your treatment plan.
- Ensure that SEARHC has a copy of your written advance directive if applicable.
- Inform your physicians and other caregivers if they have any questions or anticipate problems in following a prescribed treatment.
- Be aware of SEARHC staff's obligation to be reasonably efficient and equitable in providing care to other patients.
- Follow your provider's instructions.
- Keep all appointments or tell us if you can't keep them.
- Report any changes in your health.

