

Patient Rights and Responsibilities

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

- Receive care in a safe environment that is free from all forms of abuse, neglect, mistreatment or harassment.
- Have pain assessed and to be involved in decisions about pain treatment and management.
- Be free from restraint and seclusion in any form if not medically required.
- Have cultural, personal values, beliefs and preferences respected.
- Obtain information from a medical provider regarding diagnosis, treatment and prognosis.
- Receive visitors designated by you.
- Know the identity of physicians, nurses, and others involved in your care.
- Make decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment or plan of care.
- Have an advance directive.
- Every consideration of privacy.
- Expect that all communications and records pertaining to your care will be treated as confidential by the organization.
- Review records pertinent to your medical care.
- Expect that within its capabilities, the organization will make a reasonable response to a request for appropriate and medically indicated care and services.
- Obtain information about protected health information disclosures.
- Receive requested medical records both past and current, in the format requested, within a reasonable time frame. Including electronic when available, if the electronic format is unavailable, the medical record will be provided in hard copy.

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

- Participate in activities of any social, religious and community groups.
- Privacy for visitors and if married to share a room with a spouse if both are patients at the same facility.
- Be treated by the physician of choice.
- Have stationary, postage, writing implements and privacy in sending and receiving mail.
- Access to a telephone for private conversations.
- Retain personal possessions, including some furnishings, and appropriate clothing, as space permits, unless to do so would infringe upon the rights, health and/or safety of other residents.
- Have family members and physician notified of your admission.
- Have the environment of care support your self-image and dignity.
- Have the family notified of the name, specialty, and telephone number of the Licensed Independent Practitioner (LIP) or any other person who is responsible for you.
- Have the organization help you make and keep appointments with medical and other LIPs.
- Choose who you communicate with.

As a patient at SEARHC, you are responsible for:

- Providing information about past illnesses, hospitalizations, medications and other matters related to your health status.
- Making sure the organization has a copy of your advance directive.
- Informing your physicians and other caregivers of any anticipated problems with the prescribed treatment.
- Being aware of the organization's responsibility to the community.
- Providing necessary information for insurance claims and for paying bills in a timely manner.

- Recognizing the impact of your lifestyle on your personal health and being accountable for the consequences of that lifestyle.
- Treating all SEARHC staff, other patients, and visitors with courtesy and respect.
- Accepting the consequences of your own decisions and actions if you elect to refuse or not comply with the care, treatment and/or plan offered by your healthcare clinician.
- Paying copayments at the time of the visit or other bills upon receipt.

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

Your concern is our concern

If you have questions, want more information, or wish to file a report, complaint, or grievance, the Patient Experience team is here to help.

Phone: 907.966.8422

Email to: patientfeedback@searhc.org

The Joint Commission

For concerns regarding accredited locations, you may also contact the SEARHC accrediting group at:

The Joint Commission Office of Quality Monitoring **800.994.6610** or complaint@jointcommission.org