**You have the right:**

1. To receive safe, reliable, high-quality care without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sexual orientation, and gender identity or expression.
2. To compassionate, considerate, safe, respectful care by skilled and competent staff.
3. To express your spiritual beliefs and cultural practices to the extent they do not harm others or interfere with treatment.
4. To have a family member/ representative of your own physician or other licensed practitioner promptly notified of your admission or discharge or transfer from the hospital.
5. To expect that within our capacity, reasonable requests for services if medically appropriate and legally permissible will be honored. If transfer to another institution is necessary, the receiving institution and provider must first accept the transfer. You must be provided with an explanation of why transfer is necessary and alternatives to that transfer.
6. To have a family member, surrogate decision maker, support person and personal physician other licensed practitioner promptly notified of your admission or discharge or transfer from the hospital.
7. To have a support person present for emotional support.
8. To communicate that you can understand. The hospital will provide sign language and foreign language interpreters as needed at no cost. Sign language and oral interpreters, videophones, TTYs (telecommunications device for the deaf), and other auxiliary aids and services are available free of charge to the deaf and hard of hearing. For assistance, please contact any CMH Personnel or the Language and Interpretive Services Line 207-786-1833. For assistance via a TTY phone, please use the following contact information: Bridgton Hospital - 207-647-6140, Central Maine Medical Center - 207-795-2690, Rumford Hospital - 207-369-1030. If you have vision, speech, hearing, and/or other impairments, you will receive additional aid to ensure your care needs are met.
9. To obtain complete and current information concerning diagnosis, treatment, and prognosis except in emergencies when you lack capacity and the need for treatment is urgent.
10. To know the name of the physician or other licensed practitioner who has primary responsibility for your care as well as those practitioners who will provide treatment and services.
11. To be informed about Advance Directives (Living Will, Physician Orders for Life-Sustaining Treatment, Medical Power of Attorney) as well as how decisions regarding your care would be made if you were unable to speak for yourself. Staff involved in your care will be made aware of the existence of Advance Directives.
12. To participate in decisions about your care, treatment, and services.
13. To expect reasonable continuity of care and to be informed by caregivers of available and realistic patient care options. Also, the right to receive appropriate instructions and education from caregivers to achieve an optimum level of wellness and safety.
14. To accept or refuse medical or surgical care once risks and benefits are explained and in accordance with law and regulation. If you refuse treatment that refusal will not compromise your access to hospital services. If the patient is a minor, the legal guardian(s) is included in decision making.
15. To include or exclude any family members from participating in care decisions.
16. To expect privacy and discretion regarding medical discussion, consultation, examination, and treatment.
17. To have medical records and information handled in a confidential manner among those directly involved in your care, and those entitled to review information in the records in accordance with law and regulation.
18. To have caregivers strive to manage and control pain.
19. To make an informed decision whether or not to participate in research, investigation, or clinical trials. The institutional Review Board and Clinical Research Department are available to assist as needed.
20. To access protective and advocacy services.
21. To be informed of the hospital charges, billing practices, and available payment plans.
22. To voice your concerns about the care you receive. If you have a problem or complaint or grievance, you may talk with your doctor, nurse manager, or department manager. You may also contact the Patient Relations office at CMMC, 207-795-2398, at Bridgton Hospital, please contact administration at 207-647-6099, and at Rumford Hospital, please contact administration at 207-369-1488.

If your concern is not resolved to your liking, you may also contact the following agencies to file your grievance:

|  |  |
| --- | --- |
| Grievance Committee  Attn: Patient Relations  Central Maine Medical Center  300 Main Street  Lewiston, ME 04240  *(please submit in writing)*  Acentra Health - Kepro  Quality Improvement Organization  5700 Lombardo Center Dr., Suite 100  Seven Hills, OH 44131  Tel: 1-888-319-8452  Tel: 1-855-843-4776 (TTY) | DHHS Division of Licensing & Certification  Attn: Complaint Intake  11 State house Station  Augusta, Maine 04333  Tel: 1-800-383-2441  Email: [DLRS.Complaint@Maine.gov](mailto:DLRS.Complaint@Maine.gov)  Joint Commission Office of Quality and Patient Safety  One Renaissance Boulevard  Oakbrook Terrace, Illinois 60181  Tel: 1-800-994-6610  [www.jointcomission.org](http://www.jointcomission.org) |

**Patient Responsibilities:**

1. To provide - to the best of your knowledge - accurate and complete information about all matters relating to your health status.
2. To report any changes in your condition to your physician and/or other caregivers.
3. To follow treatment plans and instructions as agreed upon by you and your caregivers.
4. To cooperate with staff caring for you and to ask questions when you do not understand instructions.
5. To participate in the educational opportunities provided and in the development of a post-hospital care plan.
6. To inform the health care providers about any Advance Directives you might have and to inform them of changes you have made to these documents.
7. To treat all hospital staff, other patients, and visitors with courtesy and respect; follow hospital rules and regulations, and be mindful of noise levels, privacy, and number of visitors.
8. To question billing discrepancies in a timely fashion and to provide the necessary information and forms to facilitate the prompt payment of your bills.
9. To keep appointments, be on time, and call your health care provider if you cannot keep your appointments.