



A LETTER TO OUR PATIENTS CONCERNING PATIENT RIGHTS AND PATIENT RESPONSIBILITIES

To Our Patients,

Sturdy Memorial Hospital is committed to providing high quality care, both efficiently and with compassion.

Federal, State and accrediting organizations mandate certain patient rights and patient responsibilities, which Sturdy upholds. As part of our commitment to you, we would like to take the opportunity to provide you with an outline of your rights and responsibilities.

We recognize that this may not be the best time to give you detailed information on all of the rights and responsibilities. However, it is important that you are aware of your rights and responsibilities related to the health care we provide you. You may request additional information on those rights and responsibilities now or at a time in the future when you are feeling better. You may request information from any clinical department in the Hospital or by calling the Medical Staff Office at (508) 236-7910.

You have the right to:

- Participate in the development and implementation of your plan of care, including your right to refuse care, treatment and services;
- Reasonable access to care;
- Prompt notification of your hospital admission to the person of your choice;
- Formulate an advance directive (Health Care Proxy form);
- Personal privacy in a safe setting that is free from abuse and harassment as well as confidentiality of information;
- Adequate pain management;
- An environment that preserves personal dignity and contributes to a positive self image;
- Have access to protective and advocacy services;
- Be free of restraints unless absolutely necessary in order to prevent harm to yourself or others. We are committed to use restraints only when alternatives have failed or when a physician determines it to be necessary;
- Be provided informed consent to the extent provided by the law;
- File a complaint or grievance with a response supplied within a reasonable amount of time;

Complaints may be filed with the Risk Manager at Sturdy Memorial Hospital by dialing (508) 236-7903. You may also contact the Medical Director at Sturdy Memorial Hospital at (508) 236-7905. If you choose not to use the internal complaint process you may call or write to the:

Board of Registration in Medicine
 The PCA Division
 200 Harvard Mill Square, Suite 330
 Wakefield, MA 01880
 Phone: (781) 876-8200

Department of Public Health
 Division of Healthcare Quality
 99 Chauncy Street 2nd floor
 Boston, MA 02111
 Phone: (617) 753-8000

If you feel the Hospital is unable to resolve your concerns you may also contact The Joint Commission at 1 (800) 994-6610 or e-mail them at www.jointcommission.org.

- An interpreter to meet your communication needs. This right provides for those who do not speak English, for those who are deaf, and those who are blind.

The hospital also identifies the responsibilities of the patients and their families and educates them about these responsibilities, particularly in regard to facilitating the safe delivery of care, treatment and services. Patient (family) has responsibilities to communicate at least the following:

- Providing accurate information to the best of their knowledge about present medical conditions, past illnesses, hospitalizations, medications and other information.
- Asking questions, as appropriate, when they do not understand their care, treatment and service or what they are expected to do.
- Complying with treatment instructions or communicating concerns about their ability to follow the proposed plan of care.
- Assuming responsibility for the outcomes if they do not follow the care/treatment plan.
- Following hospital rules and regulations.
- Showing respect and consideration of the hospital's staff, property as well as other patients and their property.
- Meeting financial commitments as agreed to with the hospital.

Other rights are noted in the Patients' Bill of Rights. If you are an inpatient, a copy of this bill is in the drawer of your bedside table. If you are an outpatient, please feel free to ask for a copy.

Daniel A. Pietro

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