



A LETTER TO OUR PATIENTS CONCERNING PATIENT RIGHTS

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. Sturdy Memorial Hospital upholds these rights. As part of our commitment to you, we would like to take the opportunity to provide you with an outline of your rights.

We recognize that this may not be the best time to give you detailed information on all of the rights. However, it is important that you are aware of your rights related to the health care we provide you. You may request additional information on those rights 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 (Patients' Bill of Rights Chapter 111, Section 70E of MA General Law)
- Prompt notification of your hospital admission to the person of your choice (HCFA Conditions of Participation)
- Formulate an advance directive (Health Care Proxy form)
- Personal privacy in a safe setting that is free from abuse and harassment. (HCFA Conditions of Participation)
- Adequate pain management. We will work closely with you to develop a plan of care to manage your pain. (JCAHO)

(continued...)

- 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. (JCAHO and HCFA Conditions of Participation)
- File a complaint or grievance with a response supplied within a reasonable amount of time. (HCFA Conditions of Participation and Board of Registration in Medicine)

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:

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

Board of Registration in Medicine
 560 Harrison Avenue Suite G4
 Boston, MA 02118
 (617) 654-9800

If the Hospital is unable to resolve your concerns you may also contact the Joint Commission on Accreditation of Healthcare Organizations at (800) 994-6610 or email them at www.jcaho.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. (HCFA Conditions of Participation)
- Confidential health care treatment.

Many 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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