

Patient Rights & Responsibilities | Sharon Hospital | Quality Healthcare for Our Community

Welcome

We are pleased that you have chosen Sharon Hospital for your care we are committed to respect your rights and responsibilities. Sharon Hospital has policies to protect your rights.

The governing body, Medical Staff, Administration and employees of Sharon Hospital believe the best hospital experience happens when patients and staff work together. We have the responsibility to provide the best care possible, and you have certain responsibilities to help reach this goal.

Your Rights as a Patient

You have the right to...

- Confidentiality, privacy, and security.
- Understand and use these rights. If you need help understanding these rights, the hospital will help you. We will provide an interpreter if you need one.
- Reasonable access to care and to receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, or source of payment.
- Receive care that is considerate and respectful of your values and benefits.
- Pastoral care or other spiritual services.
- Access protective services, if needed.
- Be free from the use of unnecessary restraints or seclusion.
- Receive immediate emergency care.
- Be informed of the name and position of the doctor who will be in charge of your care and know the names, positions, and jobs of any hospital staff taking care of you.
- Receive complete information about your diagnosis, treatment and chances for recovery, and be notified regarding any anticipated outcomes should they occur.
- Receive the information that you need to decide about a planned procedure and treatment. The information shall include the possible risks and benefits of that procedure or treatment, and other treatment choices.
- Refuse treatment and be told what effect this may have on your health.
- Receive all the information you need to agree to an order not to resuscitate. You also have the right to designate a person to give this consent for you if you are too ill to do so.
- Receive care that strives to enhance the comfort and dignity of the dying patient.
- Make advance directives and have hospital staff follow those directives.
- Designate a decision maker in the event you are unable to make treatment decisions.
- Refuse to take part in research. In deciding whether or not to participate, you have a right to a full explanation.
- Privacy and confidentiality of all medical records.
- Participate in all decisions about your treatment, plan of care and discharge from the hospital. The hospital will provide you with a written discharge plan.
- Expect information about pain, and pain relief measures and a concerned staff who are committed to pain prevention and health professionals who respond quickly to reports of pain.
- Review your medical record and have the information explained or interpreted as necessary except when restricted by law.
- Participate in ethical issues that arise in the course of your care, including conflict resolution, withholding resuscitative services forgoing or withdrawal of life sustaining treatment, and participation in investigational studies or clinical trials.
- Report or concerns or complaints about care and services you are receiving and have the issues addressed. If you have a concern or complaint, you may call the Chief Quality Officer at

extension 4228 or Hospital Administration at extension 4010. If you are not satisfied with the Hospital's response, you can file a written grievance with Administration. In addition, you have the right to complain to: The Connecticut State Department of Public Health, 410 Capital Avenue, P.O. Box 340308 Hartford, CT 06134, (860) 509-7400 OR Qualidigm (for Medicare), 100 Roscommon Drive , Suite 200, Middletown, CT 06457, 1-800-553-7590.

Your Responsibilities as a Patient

You have the responsibility to...

- Be courteous to all staff and other patients. Your visitors share this responsibility with you.
- Follow all the rules of the hospital, especially the rules of safety. Sharon Hospital is a non-smoking facility.
- Follow the treatment plan you and your physicians have agreed to.

You have the responsibility to communicate...

- Any changes in your condition promptly to your doctor, nurse or other providing care to you.
- Honestly and completely with your doctor and other providing care for you.
- If you cannot follow any instruction you are given.
- If you do not understand any explanation or instructions you are given.
- Honest and complete medical history to your physician and to others providing you healthcare services.
- All necessary information to assure the timely processing of your bills and to make arrangements for the payment of your bills.

Advance Directives/Living Wills

At Sharon Hospital, our policy is to include your advance directives as part of your medical record, if provided upon arrival or already on file at Sharon Hospital. The staff and physicians at Sharon Hospital honor the Living Will, recognize the appointment of a healthcare agent, the designation of a Durable Power of Attorney, and stand by patient's wishes regarding organ donation. For more information about Advance Directives, please ask your nurse.

Communication Needs

Sharon Hospital recognizes that all patients and their companions have the right to auxiliary aids and services to promote effective communication. Aids and services offered free of charge include, but are not limited to: written materials, sign language/oral interpreters, TTY's pictograms, assistive listening devices, language interpreters and services for the blind.

Safe Haven

Sharon Hospital accepts infants in accordance with Connecticut Safe Haven Act for Newborns. The Safe Haven Act for Newborns is a program that allows a parent to voluntarily give up custody of an infant 31 days or younger to the nursing staff of an emergency room. The parent will not be subject to arrest for abandonment. This Act does not protect the parent from being arrested and criminally prosecuted if abuse or neglect has occurred.

Do Not Resuscitate Orders (DNR)

All patients at Sharon Hospital will be revived if their heart or breathing stops unless a "do not resuscitate" (DNR) order is written in the medical record. A DNR order means that, if your heart stops or if you stop breathing, hospital staff will not try to revive you. DNR orders may be

transferred between facilities. Orange DNR bracelets are recognized throughout the State of Connecticut and honored by Sharon Hospital.

Withholding Life Support

Terminal illnesses are when a person is expected to die within a short period of time. All patients of Sharon Hospital have the right to refuse treatment or be connected to machines to keep them alive.

These may include:

- Intravenous Therapy – used to provide food, water or medicine through a tube placed in the vein.
- Feeding tubes – inserted through the nose or throat to give you nutrition.
- Respirator – machines used to keep patients breathing.

Patients also have the right to be removed from machines keeping them alive after their doctor has clearly explained the consequences of their decision.

Informed Consent

Your doctor must clearly explain the advantages and risks of any procedures, tests or treatments. You will be asked to sign consent before you have the certain procedures, tests or treatments. You also have the right to refuse any procedures tests or treatments.

If you ever become mentally or physically unable to give your consent the person you have identified to make your health decisions will be asked for consent. If there is no identified healthcare agent, your next of kin will be asked to give consent for your treatment.

Should it become necessary, surrogates or others responsible may request that the hospital perform an autopsy. Upon request, at a cost to the requestor, the autopsy can be performed at another institution by a physician unaffiliated with Sharon Hospital.

Discharge Against Medical Advice

Patients have the right to refuse to stay at the hospital, even if their doctor disagrees with this decision. Sharon Hospital requests that you sign a form saying that you have been told about the risks of leaving against your doctor's advice. You will be responsible for your decision.

Medical Ethics Committee

Sharon Hospital's Medical Ethics Advisory Committee is available as a forum to discuss issues related to Patient Care.