

PATIENTS RIGHTS AND RESPONSIBILITIES

Springhill Medical Center's mission is to achieve an unequalled level of measurable quality and productivity in the delivery of health services that are responsive to the needs and values of patients, physicians, employees, employers and the community.

PATIENT RIGHTS TO

- Access care.
- Have family members and his/her physician notified promptly of his/her admission.
- Respect and dignity.
- Pastoral counseling.
- Privacy and confidentiality.
- Personal safety and right to report a quality or safety concern
- Identity of healthcare providers.
- Have access to information in his/her record in a reasonable time frame.
- Information concerning their healthcare including outcome
- Communicate.
- Receive information for Informed Consent.
- Research consent and to refuse participation.
- Consult with a specialist.
- Receive information on transfer and continuity of care plans.
- Receive explanation of charges.
- Receive information on hospital Rules & Regulations applicable to his conduct as a patient.
- Receive and formulate information on Advanced Directives.
- Information on Resolution of Complaints/Grievance Process by calling Administration at 318-539-1002 or 318-539-1014.
- Information on Ethical Issues in Health Care.
- Leave even against medical advice.
- Access protective services and to be free from all forms of abuse or harassment.
- Recognition of cultural and spiritual values.
- Effective pain management.
- Considerate, respectful care at all times with recognition of his/her personal dignity.
- Be free from restraints or seclusion that is not medically necessary.

Patient Responsibilities For

- Providing to the best of his/ her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters related to his/her health.
- Following instructions and to keep appointments
- Assuring financial obligations are fulfilled
- Following hospital rules and regulations affecting patient care and conduct
- Being considerate to the rights of other patients and hospital personnel and for assisting in control of noise, smoking and the number of visitors
- Being respectful of the property of other persons and the hospital
- Compliance to smoking regulations