



Beebe Medical Center

LEWES, DELAWARE

www.beebemed.org

PATIENT RIGHTS AND RESPONSIBILITIES (12/07)

Beebe Medical Center, in recognition of your rights as a patient and of its responsibility to provide quality health care, affirms these rights for all patients and their visitors. Should you need clarification or have a concern about your rights or responsibilities, please contact the Patient Relations Representative, 645-3547 (ext. 3547) or the hospital Nursing Supervisor, 645-3300 (ext. 3300).

YOU HAVE THE RIGHT TO:

- considerate and respectful care regardless of age, gender, disability, race, color, religion, national origin or sexual preference, or source of payment;
- having your communication needs met—such as interpreter services, large print documents, etc.
- be well-informed by your doctor about your illness, possible treatments, and likely outcome;
- consent to or refuse a treatment, as permitted by law, throughout your admission;
- know the name and professional role of your healthcare provider;
- participate in the development and implementation of your plan of care;
- request consultation with another physician;
- be free from restraints of any form that are not medically necessary;
- personal privacy during all patient care activity, and when requested;
- to receive care in a safe setting including free of all forms of abuse or harassment; should you have a concern relating to the safety of your care, please contact the Patient Safety Line at 645-3212 (ext. 3212) at any time;
- access protective services when necessary;
- expect that all treatment records and medical care are confidential, unless you have given permission for release of information or reporting that is required by law;
- review your medical records and have the information explained;
- have a family member (or other representative) and your own physician notified promptly of your admission to the hospital;
- receive necessary health services to the best of the medical center's ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you;
- to expect a quick, effective and concerned response to reports of pain;
- consent or decline to take part in research affecting your care. If you choose to decline, you will receive the most effective care the hospital provides;

PATIENT RIGHTS AND RESPONSIBILITIES CONTINUED (12/07)

- be told of realistic care alternatives when hospital care is no longer appropriate;
- know about hospital rules that affect you and your treatment, charges and payment methods;
- know that you may access the hospital's Ethics Committee for guidance on ethical issues;
- voice any concern or complaints with any representative of the medical center; if you are not satisfied with the outcome, a formal grievance can be filed with the Patient Relations Department, 645-3547, (Ext.3547), or any member of the management/administration team. If you choose, you have the right to contact the Delaware Office of Health Facilities Licensing and Certification at (302) 995-8521, 2055 Limestone Road, Suite 200, Wilmington, DE 19808 or The Joint Commission at (800) 994-6610, One Renaissance Blvd., Oakbrook Terrace, IL 60181.
- know if Beebe Medical Center has relationships with outside parties that may influence your treatment and care;
- have an advance directive (End of Life Instructions (Living Will) or Power of Attorney for Health Care) and have your expressed wishes honored in accordance with Delaware law.

YOU HAVE THE RESPONSIBILITY TO:

- provide to the best of your ability, information about your past illnesses, hospitalizations, medications and other matters relating to your health;
- provide the hospital a copy of your advance directive each admission;
- report you have pain as soon as you experience it;
- ask questions when you do not understand information or instructions;
- be considerate of the property and rights of other patients, staff and the hospital;
- follow hospital rules and regulations developed to assure rights of all patients;
- recognize the effect of your actions on your personal health;
- provide information for insurance and for working with the hospital to arrange payment when needed;
- respect the confidentiality of other patients;
- to inform the Beebe Medical Center Nursing Supervisor or Patient Relations Representative as soon as you believe that any of your rights have been violated.

12/07