

Patients' Rights and Responsibilities

At Mary Washington Hospital, we are committed to providing our patients with the best possible health care. We believe that patients who understand and participate in their care may achieve better results. We encourage you to become an active partner with your health care team by being informed about your rights and responsibilities as a patient.

As a patient, parent, surrogate, or guardian, you have the right to:

- Considerate, respectful and quality health care.
- Information about your illness and the proposed course of treatment and to be actively involved in your plan of care and treatment.
- Consent to, or refuse treatment and be informed of the consequences of this action.
- Identification of all health professionals participating in your care.
- Information about Advance Medical Directives; and to make an Advance Medical Directive; and have health professionals comply with your Directive to the extent permitted by law.
- Have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- Freedom from abuse or harassment, and reasonable safety insofar as hospital practices and environments are concerned.
- Freedom from any type of discrimination including, but not limited to age, race, color, sex, religion, creed, national origin, marital status, or disability.
- Consideration of privacy.
- Confidentiality concerning medical care and records.
- Access to information contained in your medical record within a reasonable time frame, as allowed by law.
- Request transfer to another facility for medical care, or for services not available at MWH.
- Expect reasonable continuity of care.
- Be informed of the existence of business relationships between the hospital, the health system, and other providers.
- Consent to or decline to participate in proposed research studies.
- Be free from any form of restraints that are not medically necessary.
- Appropriate assessment and management of pain.
- Information about the Hospital's Patients' Rights Policy and Complaint Resolution Process.
- Request consultation to assist in the resolution of ethical dilemmas. Please call 540.741.1478 or contact the Nursing Supervisor.
- See your hospital bill, have it explained to you, and to inquire about financial assistance in paying your bill or filing insurance forms.

As a patient, parent, surrogate, or guardian, you have the responsibility to:

- Provide all necessary personal and medical history required for your treatment.
- Provide the Hospital with your current Advance Medical Directive, if you have enacted one.
- Be considerate and respectful of members of the health care team.
- Ask if you do not understand your illness or proposed treatment plan and to request more information if you need it.
- Accommodate the legitimate needs of the hospital, other patients, medical staff or hospital employees.
- Tell your physician if you are not willing or able to follow the treatment plan recommended for you.
- Participate actively in continued care after discharge from the hospital and keep follow-up appointments.
- Provide the information necessary to process your medical insurance, and make the appropriate financial arrangements regarding your hospital bill.
- Be responsible for the safekeeping of clothing, money, and personal items you choose to keep with you.
- Parents and guardians have the additional responsibility to ensure that the patient follows the agreed upon course of treatment.

We are pleased to address any questions or concerns that you may have about these rights and responsibilities, your hospitalization, or the care provided to you. If you have a complaint or concern about patient care or safety we recommend that patients first attempt to resolve any issues with the department/unit in which the problem occurred. If these attempts are unsatisfactory, or if you are not comfortable doing so, call the Patient Relations Specialist at 540.741.1442 or 540.741.2137. The hospital has a formal process to address and resolve any concerns, complaints, or grievances. You may call the Patient Relations Specialist to assist you in addressing and resolving these issues. Complaints or concerns regarding health care facilities may also be made to:

- Virginia Department of Health, Office of Licensure and Certification at 800.955.1819. The address is 3600 West Broad Street, Suite 216, Richmond, VA 23230.
- The Joint Commission's Office of Quality Monitoring at 800.994.6610.

MediCorp Health System exists to improve the health status of all people within our community.