

patient rights and responsibilities

a guide for patients

Holy Cross Hospital is a non-profit, full-service community teaching facility with expertise in a wide variety of clinical and support services. We are committed to meeting the healthcare needs of our community, especially those who are most vulnerable and underserved.



HOLY CROSS HOSPITAL

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www.holycrosshealth.org



HOLY CROSS HOSPITAL

Experts in Medicine, Specialists in Caring.

Patient Rights

The delivery of health care at Holy Cross Hospital is characterized by a strong commitment to the dignity of the person. It is a commitment that depends significantly on mutual respect for the patient, the physician, and all healthcare professionals. We believe that decision-making within the context of a respectful, open, trusting, and caring relationship will serve the well-being of the patient while honoring the professional standards of the caregiver. This collaborative approach contributes to sound decision-making by an informed patient. We believe that patients' interests and well-being are served best when they understand their medical situation and participate in decisions about their treatment and care. In this context, the following patient rights and responsibilities are delineated.

These rights and responsibilities are extended to legitimate surrogate decision-makers, as permitted under Maryland law and to the extent practical.

1. You have the right to receive care in an environment that is safe, secure, and promotes your emotional and physical health.
2. You have the right to personal privacy and considerate, respectful care. You can expect that your personal beliefs and values will be respected while you are in Holy Cross Hospital, and that you will be able to exercise those beliefs as long as they do not interfere with the well-being of others or with the planned course of treatment, agreed upon by you and your physicians.
3. You have the right to be free from all forms of abuse, neglect, and harassment. In the delivery of your care, there will be no discrimination with regard to sex, race, ethnicity, religion, color, age, disability, national origin, or source of payment for your care.
4. You have the right to appropriate assessment, reassessment, and management of pain.
5. You have a right to access information contained in your medical record within a reasonable time frame. You can expect confidentiality regarding communications and records pertaining to your care. Patient information is provided only to those involved in your care or others with a legal right to the information. Copies may be obtained by you or your legal representative in a written request to the Health Information Services at a cost not to exceed the local community standard.
6. You have a right to information and consultation that will help you make informed decisions regarding your care. When it is not feasible to give such information to you, the information will be made available to the appropriate person(s) making decisions on your behalf. This information includes, but is not limited to, your health status, your prognosis, your treatment options, risks involved, and information that enables you to understand the purpose for any procedure you may undergo.
7. You or your legal representative has the right to participate in the development of

your plan of care, which includes the right to refuse care, even though your medical care is under the direction of your attending physician.

8. You have the right to request interpreter services to facilitate understanding of your medical care and treatment plans in a language other than English, or be provided with assistive devices that facilitate communication if you have problems with hearing, speech, or vision.
9. You have the right to formulate an advance directive, which sets forth your wishes should you be in a condition that precludes you from making healthcare decisions. You have a right to appoint an individual who can make decisions on your behalf. You can expect that Holy Cross Hospital will comply with your directives to the extent that the law and the philosophy of Holy Cross Hospital provides.
10. You have the right to refuse treatment to the extent permitted by law. You can leave the hospital against your physician's advice to the extent permitted by law. If you leave the hospital against your physician's advice, the hospital and your physician will not be held responsible for any harm that your action might cause you.
11. You have a right to be free from physical and chemical restraint that is not medically necessary or that is used as coercion, discipline, convenience, or retaliation by staff.
12. You have a right to have your care transferred to another physician and/or facility upon your request or whenever your care

requires a service that Holy Cross Hospital is unable to provide due to lack of capacity or conflict with the hospital's mission or philosophy. In these circumstances prompt efforts will be made to arrange for transfer to another facility that can provide the requested/ required service. You can expect that the reasons for and alternatives to the transfer will be explained to you, and that the transfer will occur only with your consent and when medically appropriate.

13. You have the right to obtain information as to the relationship of the hospital to other healthcare and educational institutions in so far as your care is concerned. You may have access to the name, position, and professional status of any individual who has been/is treating you.
14. You have a right to information about the hospital's teaching program and affiliations as well as those professionals involved in your care through the Office of Medical Education.
15. You have a right to a grievance process should you disagree with or have concerns about your care.

As part of that process, you have a right to a timely response, including the results of any investigation, the date of its completion, and the name of a contact person at the hospital.

If you have questions or concerns, need clarification about hospital policies, or need assistance with any special needs, please contact the nurse manager on your unit, or if you prefer, you may contact the Customer Relations Department by calling 301-754-7462 or 301-754-7359 between the hours of 7:30 am and 5 pm. After 5 pm, you may dial the operator at 301-754-7000 and ask to speak to the Administrative Coordinator.

If you choose, you may also contact:

Maryland Department of Health and Hygiene

Office of Health Care Quality

Bland Bryant Building

Spring Grove Hospital Center

55 Wade Avenue

Catonsville, MD 21228

Phone: 1-877-4MD-DHMH (toll free)

Website: www.dhmh.state.md.us

16. You have a right to an explanation of your hospital bill. Upon request, you will be given information about the bill, how to seek assistance in paying the bill, or how to seek assistance in filing insurance forms through the Finance Office at Holy Cross Hospital.

Patient Responsibilities

1. You have the responsibility to provide, to the best of your ability, information about past illnesses, hospitalizations, medications, and other matters relating to your health.
2. You have the responsibility to provide copies of advance directives, if you have executed such documents, to those responsible for your care while you are in the hospital. If you have not executed the directive, you have the responsibility to inform your care providers about your requests regarding your plan of care and medical management.
3. You have a responsibility to not demand treatments, services, or care that is medically inappropriate.
4. You have a responsibility to communicate and cooperate with your healthcare team, and to ask questions if you do not understand any directions given you.
5. You have the responsibility to be considerate of other patients and to see that your visitors are considerate as well.
6. You have the responsibility to keep appointments or to telephone the appropriate hospital department when you cannot keep a scheduled appointment.
7. You have the responsibility to be respectful of property belonging to the hospital or to other patients.
8. You have a responsibility to inform Holy Cross Hospital as soon as possible if you believe that any of your rights have been, or may be violated. You may do this at any time by calling the Office of the President at 301-754-7010 or Customer Relations at 301-754-7359.