

PATIENT RIGHTS

All patients at STRHS - Lawrenceburg have the right to:

1. Impartial access to treatment or accommodations that are available or medically indicated, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or sources of payment for care.
2. Considerate and respectful care.
 - A. The environment supports the patient's positive self-image and dignity.
 - B. The patient is allowed to keep and use personal clothing and possessions, religious or other symbolic items unless this infringes on other's rights or is medically or therapeutically contraindicated.
 - C. The patient has access to telephone and mail service (phone services are provided in a private space for those desiring private telephone conversations).
 - D. The hospital accommodates the patient's rights to religious and other spiritual services.
 - E. The hospital allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
3. Privacy and confidentiality as required by law. This includes the right to:
 - A. Refuse to see or talk with anyone not officially affiliated with the hospital or involved directly with his/her care;
 - B. Examination in reasonably private visual and auditory surroundings, including the right to request a person of one's own gender present during certain physical examinations;
 - C. Have one's own medical records read and discussed discreetly and only by those directly involved with his/her own care;
 - D. Strict confidentiality regarding all aspects of one's individual care and/or payment sources;
 - E. Protective privacy, when necessary, to assure personal safety.
4. Personal Safety. The patient has the right to expect reasonable safety in so far as the hospital practices and environment are concerned, and to be free from neglect; exploitation; and verbal, mental, physical and sexual abuse.
5. Know the identity and professional status of individuals participating in their care, including their primary practitioner.
6. Effective Communication. Information is provided in a manner tailored to the patient's age, language and ability to understand. Interpretation and translation services are provided as necessary. For patients with vision, speech, hearing or cognitive impairments the hospital communicates in a manner that meets the patient's needs.
7. Participate in decisions about his or her care, treatment, and services. The hospital involves the patient in making decisions, provides the patient with written information about the right to refuse care, treatment, and services. The hospital respects the patient's right to refuse care, treatment, and services, in accordance with law and regulation. When the patient is unable to make decisions about his or her care, treatment, and services, the hospital involves a surrogate decision maker in making these decisions.
8. Continuity of Care. The patient has the right to be informed by the practitioner responsible for his care, or his delegate, of any continuing health care requirements following discharge from the hospital. You have the right to request a discharge planning evaluation at any time and we will complete the evaluation within one business day of your request. A patient may not be transferred to another facility or organization without complete explanation of the need for the transfer, and unless the transfer is acceptable to the other facility or organization.
9. Execute or rescind an Advance Directive.
10. An itemized, detailed explanation of charges related to services rendered in their behalf at STRHS - Lawrenceburg.
11. The patient has the right to access protective and advocacy services (a list can be obtained from hospital personnel when requested).
12. Present a complaint if it is believed that there is a problem with patient care or patient safety. This does not, in itself, serve to compromise future access to care. Unresolved complaints should be submitted to (931)766-3333, Monday through Friday 8:00a.m. – 4:00p.m. On weekends or evenings, contact the nursing supervisor on duty. If the issue cannot be resolved by hospital personnel, or if you prefer, you may contact any member of hospital administration at (931)766-3203, or The Joint Commission at 1-800-994-6610, or at www.jointcommission.org.

PATIENT RESPONSIBILITIES

All patients at STRHS - Lawrenceburg are responsible for:

1. Providing the hospital and its practitioners with complete and accurate information regarding present and past illnesses and operations, hospitalizations, medications, and other health-related items, including any unanticipated changes in their condition.
2. Following the recommended treatment plan prescribed and/or administered by their primary practitioner or those assisting him/her, including keeping appointments relative to their care. Acknowledging when he/she does not understand the treatment course or care decision.
3. Consequences of their actions in the event that prescribed treatments are refused or instructions are not followed.
4. Ensuring prompt and complete payment of their hospital bills.
5. Following hospital rules and regulations relative to patient care and conduct. This includes consideration and respect for the rights and property of other patients and hospital personnel, as well as responsibility for the actions of their visitors and guests.

FOR YOUR INFORMATION

- There is **NO SMOKING** allowed in the hospital or on the hospital property.
- A volunteer chaplain is always on call. A nurse will contact the chaplain at your request.
- STRHS – Lawrenceburg Cares. If an employee does something extra special for you, please let us know. Call 766-3333.