

Patient Rights & Responsibilities

A Guide for Patients At Oconee Regional Medical Center

Oconee Regional Health Systems and Oconee Regional Medical Center believe you deserve care and services that protect your personal choices and dignity. You are a partner in your care. It is important that you are well informed, talk openly with your doctor, as well as other healthcare providers, and take an active role in your treatment decisions. While a patient at Oconee Regional Medical Center you have many rights as well as responsibilities. The following is a list of your **Patient Rights and Responsibilities**.

Regarding your access to medical care, you have the right to:

- Considerate and respectful care.
- Be treated with dignity and participate fully in all aspects of your care.
- Medical care without discrimination based on race, religion, national origin, gender, age, sexual orientation, or disability.
- Receive information about your diagnosis, treatment, and expected outcomes in words that you can understand.
- Be given an explanation of all procedures and to be informed about the outcome of your care, including unanticipated outcomes.
- Receive information about pain and pain management.
- Receive assessment and management of your pain.
- Refuse any medication, treatment, or test offered by the hospital to the extent allowed by law. A doctor shall inform you of what might happen if you refuse.
- Know the names, professional titles, and functions of your care providers.
- Request a change in your healthcare provider.
- Receive assistance in speaking with another doctor, when you ask, at your expense.
- To expect from your doctor, information needed to give informed consent to any procedure and/or treatment. Except in emergencies, this information should include the nature of the procedure and/or treatment, possible consequences, the name of the person responsible for the procedure/treatment and any medical alternatives to care.

Regarding your personal needs, you have the right to:

- Be told about your rights as soon as possible after you become a patient.
- Personal privacy.
- Prompt, reasonable, and courteous responses to any request for services within the capacity of the hospital.
- Receive care in a safe and secure environment, free from abuse and harassment.
- Be free from restraints of any type that are not medically necessary. If necessary, the least restrictive measure will be used and discontinued as soon as possible.
- Use the services of an interpreter and have access to assistive devices when needed.
- Meet with clergy or other spiritual advisors.
- Uncensored and unobstructed communication by telephone, letter, or in person with any willing partner except as prohibited by law.

Regarding your doctor, family, friends, or personal partner, you have the right to:

- Communicate with family, friends, or personal partner.
- Request that your family or a representative of your choice be notified of your admission to the hospital.
- Request that your doctor be notified of your admission to the hospital.

Regarding your discharge planning, you have the right to:

- Be involved in discharge planning from the time of admission.
- Receive information about continuing healthcare needs and planning for care after leaving the hospital.
- Work with Case Managers and other care providers, as needed, concerning your transfer to alternate health organizations upon discharge from the hospital.
- If you think that you are being discharged too soon, you may speak with a member of the hospital staff, your doctor, and if applicable, your managed care plan. The hospital contact person is DeAnne Herring, 478-457-2174.

Regarding decision-making and advance directives, you have the right to:

- Make informed decisions about your care or designate a Health Care Agent to make decisions for you.
- Receive information about the Georgia Advance Directive for Health Care form.
- Complete an advance directive and have it followed.
- Have a person or agency that is approved to act on your behalf to protect your rights.

Regarding your medical record and hospital bill, you have the right to:

- Confidentiality regarding your clinical and personal records.
- View your records within the limits of the law.
- An explanation of all items on your bill.
- Request information regarding financial assistance.

Regarding problem resolution, you have the right to:

- Express concerns or grievances regarding your care to the hospital staff or to a Patient Representative.
- Participate in a formal grievance procedure.

Concerns and Complaints:

It is the responsibility of Oconee Regional Medical Center staff to listen to patient concerns or the concerns voiced by family members or visitors. To express any concern or complaint, contact the Patient Representative, or nurse whenever possible; however concerns may be addressed to any member of the hospital staff. Concerns and/or complaints will be referred to the appropriate hospital representative. You may send written complaints to:

Oconee Regional Medical Center
Administrators Office
821 North Cobb Street
Milledgeville, GA 31061

You may also call 478-454-3550 to voice a concern or complaint.

You may also seek help with concerns about your care or treatment by contacting the Centers for Medicare and Medicaid (CMS) at 770-570-3300; the Georgia Medical Care Foundation in Atlanta at 404-982-0411, The Joint Commission at 1-800-994-6610 or complaint@jointcommission.org: or

Georgia Department of Human Resources
Office of Regulatory Services
2 Peachtree Street NW, 32nd Floor
Atlanta, GA 30303
404-657-5700

Confidentiality:

All patient medical information, whether stored electronically, in the medical record, or obtained by any other means, is treated as private and confidential. All Oconee Regional Medical Center staff members take precautions to assure the privacy and confidentiality of patients.

Access to your medical record:

Please talk to your healthcare team if you would like to access to your medical record. Our Oconee Regional Health Systems Notice of Privacy Practices explains in greater detail certain rights you have regarding your medical record and information. While the medical record is the property of ORMC, you have the right to review, and/or request, a copy of your medical record. A reasonable copying fee will be charged. We may deny your request to inspect and copy in certain very limited circumstances. To request a copy of your medical record, an "Authorization for Release of Information" form must be completed and forwarded to:

Oconee Regional Medical Center
Health Information Department
821 North Cobb Street
Milledgeville, GA 31061
478-454-3840

Regarding your medical care, you are responsible for:

- Providing accurate and complete information about all matters related to your health, including medications and past or present medical problems.
- Asking questions about your health status and treatment if you do not fully understand information and instructions given to you.
- Reporting changes in your condition or symptoms, including pain, to a member of the healthcare team.
- Asking your doctor or nurse what to expect regarding pain assessment and pain treatment options.
- Informing your doctor or nurse when you are having pain and asking for pain relief measures when pain or discomfort first begins or is not relieved by prescribed treatment measures.
- Following the instructions and advice of your healthcare team. If you refuse treatment or do not follow the instructions and/or advice, you must accept the consequences of your decisions.
- Informing your doctor or care provider if you anticipate problems following your treatment plan.
- Identifying and reporting safety concerns that may affect your care.
- Informing your doctor, nurse or other healthcare provider if you are not satisfied with any aspect of your care.
- Participating in the planning of your care, including discharge planning.
- Providing timely information necessary for insurance claims and working with the hospital in making payment arrangements as promptly as possible.
- Paying your bills or making arrangements with ORMC to meet you financial obligations in a timely manner.
- Keeping your scheduled appointments or canceling as soon as possible.

Regarding your personal behavior, you are responsible for:

- Acting in a considerate and cooperative manner.
- Showing consideration and respect for the rights and property of others as well as for the hospital.
- Following hospital rules and regulations with regard to patient care and conduct.

Code Rapid Response Team (CODE R)

The staff at ORMC has developed a team specifically to assist our nursing staff with patients whose conditions have worsened. This team responds when a nurse calls a CODE R. The goal of the team is to aid the nurse in assessment of the patient's condition to aggregate the appropriate resources for treatment or to transfer to a higher level of care.

If you or your family member/friend who you are visiting appears to be getting sicker, please alert your nurse immediately so that he or she has the option to call for the additional assistance.