

refuse to see visitors.

Federal and state laws provide additional privacy rights for your identifiable health information. These are explained fully in the Oconee Medical Center Notice of Privacy Practices. If you would like more information on how to exercise these privacy rights, please contact the Compliance Office at 864-885-7928.

Continuity of Care

- You have the right to be involved in your discharge planning, and to choose your post-discharge caregivers. You will be instructed about how to continue your healthcare after you leave the hospital.
- If transfer to another healthcare facility is necessary, you will receive an explanation as to why the transfer is required. You will be given assistance in making arrangements for transfer.
- If you are a Medicare beneficiary, you have the right to appeal a premature discharge.

Information About Your Hospital Bill

- You have the right to receive an explanation of your bill except where prohibited by law.
- If you are a Medicare beneficiary, you have the right to receive notice of non-coverage of services.
- Whenever possible, you will be notified when you are no longer eligible for insurance.
- You may ask staff to give you information about financial help for your hospital bill.

Your Responsibilities as a Patient

Your healthcare is a cooperative effort among you, your physicians and the staff. This includes your understanding of the following patient responsibilities and following them to the best of your ability:

As a Patient, You Are Responsible for:

- Providing a complete and accurate medical history and medication list when asked to do so.
- Providing accurate and complete demographic and insurance information.
- Providing a copy of your health care power of

attorney, living will and other advance directives.

- Reporting unexpected changes in your condition to your physician or nurse.
- Following the recommendations and advice given by your physician and other caregivers about your treatment.
- Listening to any rules your caregivers explain to you, or reading any printed information you are given, so that you can follow the hospital's policies or other instructions.
- Telling the physician or nurse immediately if you do not understand your condition or proposed treatment, or if you do not understand what you are expected to do.
- Safeguarding your personal property and valuables.
- Paying your bill or telling Oconee Medical Center if you cannot pay the bill so that other arrangements can be made.
- Being considerate of other patients and of Oconee Medical Center staff.
- Respecting the property of others and treating Oconee Medical Center's health care equipment with care and safety.
- Reporting any perceived safety risks in your care to your physician or nurse.

Pain Management Responsibilities

As a patient, we expect that you will:

- Ask your doctor or nurse what to expect.
- Discuss pain relief options with your physicians and nurses.
- Work with your physicians and nurses to make a pain relief plan.
- Ask for pain relief drugs when pain first begins.
- Help the physicians and nurses measure your pain.
- Tell the physicians and/or nurses about any pain that will not go away.
- Not worry about getting "hooked" on pain medication.

Your Care...

We need your cooperation to furthering our goal of patient satisfaction. We strongly urge you to contact your nurse if you have questions, suggestions, concerns, complaints about your care or believe that you have been mistreated, denied services or discriminated against in any aspect of services. Should you have a medical concern, please inform your nurse so that she may notify your physician. A nursing supervisor is also available 24 hours a day by calling "0" to the hospital operator to assist you in resolving your concerns.

You can freely voice complaints about your care and recommend changes in our policies or procedures without being subjected to coercion, discrimination, reprisal or unreasonable interruption of care, treatment and services.

If you are not satisfied with our staff's response, you may file a formal grievance. You may contact the Oconee Medical Center Patient Safety Hotline (888-398-2633) and someone will assist you with that process.

You should also be aware that you can lodge a complaint directly with:
South Carolina Dept. of Health & Environmental Control (DHEC)
Division of Licensing
2600 Bull Street
Columbia, SC 29201
(803) 898-3432

Unresolved concerns may also be directed to:
The Joint Commission Office of Quality Monitoring
(800) 994-6610 or
complaint@jointcommission.org

If you desire more information, please call the Patient Safety Office at 864-885-7176.



OCONEE
Medical Center

298 Memorial Drive
Seneca, SC 29672
(864) 882 - 3351
www.oconeemed.org



Patient Rights & Responsibilities

A guide to patient rights and responsibilities at Oconee Medical Center



OCONEE
Medical Center

It has always been the mission of Oconee Medical Center to foster human dignity and preserve the rights of each patient. We recognize that no listing can itself assure patients the kind of treatment to which they are entitled. If you would like someone to talk to you about what is written in this brochure, you may call the Patient Safety Manager at (864)885-7176.

Your Rights as a Patient

Your most important right as a patient is to understand that you can ask questions at any time about your care or your condition. We treat all patients with dignity, respect and courtesy. Here are other important patient rights:

Adequate, Appropriate, Compassionate Care

- You have the right to receive appropriate and compassionate care, treatment and services in a private, safe environment.
- You have the right to access services that are available and medically indicated without discrimination on the basis of your race, religion, color, national origin, sex, age, handicap, marital status, sexual preference, source of payment or ability to pay.
- You will not be subjected to abuse, neglect or harassment by staff, visitors or other patients.
- You are entitled to participate in all aspects of your care, including treatment decisions, pain management, discharge plans and the selection of post-discharge providers.
- You have the right to have your cultural, psychological, spiritual and personal values, beliefs and preferences respected.
- You have the right to communicate directly with your attending physician and to have your urgent care concerns addressed by staff and your attending physician, as medically appropriate.
- You have the right to obtain an interpreter or other aide, where possible, if you do not understand English or have a communication deficit.

Staff Identification

- You may expect that the people caring for you will introduce themselves and explain their roles in your care.
- Clinical staff, medical students, trainees, interns and residents wear ID badges that tell you their name, department, title, position and trainee title if appropriate. Ask if you don't see a badge. Medical students, trainees, interns and residents are supervised by an attending physician.

Information About Your Healthcare

- You have the right to information about your health status and to make informed decisions about your care. Your caregivers should give you information about your condition and diagnosis in terms you can understand, as well as your proposed course of treatment, procedures, and prospects for recovery.
- You have the right to ask that your family or a representative of your choice be notified of your hospital admission.
- You have the right to ask that your family physician be notified of your hospital admission.
- If you are unable to consent and have executed a health care power of attorney or other advance directive, your written directives and those of your designated representatives shall ordinarily be respected.
- If you are unable to consent and have not executed an advance directive, the hospital will look to those individuals designated by state law as your surrogate decision makers. If you do not want someone involved in your care, you have the right to tell your attending physician and the nursing staff.
- You have the right to participate in the consideration of ethical issues surrounding your care. Oconee Medical Center offers an Ethics Committee to consider and discuss ethical issues arising in patient care. We encourage you to contact your nurse or physician to assist you in this process.

Pain Management

Pain management is part of medical treatment, both during your stay and upon discharge. When you are in pain, you have the right to have your pain reduced based on the duration and intensity you are willing to endure or tolerate.

- You have a right to appropriate assessment and management of your pain. You may develop a pain plan with your caregivers, ask for changes if pain persists, be believed when you say you have pain, receive medication in a timely manner, and have your pain assessed and reassessed on a regular basis using an appropriate Pain Scale. Your family may be included in the decision making, if desired.
- You may choose which pain control method you wish to try, consistent with sound medical practice. At the end of life, you may choose pain control for comfort even though life maybe shortened as an unintended effect.

Refusal of Treatment

- You have the right to refuse drugs, treatment or services or to withhold or withdraw treatment to the extent provided by law. You have the right to be informed of the medical consequence of such decisions. If you refuse, withhold or withdraw care or treatment, you are responsible for the results of that decision.
- Your right to refuse treatment and participate in your care does not mean you can demand treatment or services your attending physician deems unnecessary or medically inappropriate.
- If Oconee Medical Center or its staff decides that your refusal of treatment prevents you from receiving appropriate care according to ethical and professional standards, the treatment relationship with you may be terminated upon reasonable notice.

Refusal to Take Part in Research or Experimental Procedures, or Educational Efforts

- If experimental procedures are being considered as part of your care, your caregivers will explain these to you. You have the right to refuse to take part in any research or experimental projects, and to withdraw from such projects in which you previously agreed to participate. Also, some of

the caregivers involved in your care may be students. If so, this will be explained to you and you have the right to refuse to allow students to be involved in your care.

Freedom from Restraints

- You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff. Oconee Medical Center is committed to the prevention, reduction and whenever possible, the elimination of the use of restraints.
- In keeping with this philosophy, you have the right to have other alternatives attempted prior to restraint, except in an emergency situation where the safety of yourself or others is in jeopardy.
- If restraint is used, you have the right to have your basic physical needs met, (fluids, nutrition, comfort, safety, dignity) and to be closely monitored.
- You have the right to have the least restrictive form of restraint used that is effective, and to have it discontinued at the earliest possible time.

Access to Your Medical Records

- Generally, you have the right to read your medical record while you are a patient in the hospital if a physician or designated healthcare professional is present.
- After discharge, you have the right to obtain (for a fee) copies of your completed medical record. Information about access to your medical records may be obtained by contacting the Medical Records Department at 864-885-7180.

Privacy and Confidentiality

- Communication and records about your care will be treated confidentially.
- You are entitled to privacy in treatment and in caring for your personal needs. This includes the right to be examined and treated in surroundings that assure reasonable privacy.
- You have the right to talk privately with anyone you wish (subject to hospital visiting regulations) unless your physician does not think this is medically advisable, and documents this reason in your medical record. You also have the right to