

Facts About Patient Rights and Responsibilities



**For a referral
to a St. Joseph
physician, call
our Doctors
Directory at
410.337.1337.**

**Visit us online at
www.sjmcmd.org**

† CATHOLIC HEALTH
INITIATIVES

**St. Joseph
Medical Center**

7601 Osler Drive
Towson, MD 21204-7582

Where the experts are

Patient Rights

Right to Treatment. Patients have the right to reasonable access to care. Patients have the right to a reasonable response to their requests and need of treatment or services, within St. Joseph's capacity, its stated mission, and applicable laws and regulations. If medically necessary or advisable, St. Joseph will transfer a patient to an appropriate facility when we are unable to meet the patient's treatment needs.

Right to Respect. Patients have the right to considerate and respectful care. This includes consideration of the psychological, spiritual, environmental, and cultural variables that influence the perception of illness, and comfort. For example, the care of the dying patient includes providing comfort and dignity by treating symptoms as directed by the patient and surrogate decision makers, including effective pain management and comfort care, and acknowledging psychological, social and spiritual concerns of the patient and family regarding the dying process.

Right to Have a Family Member or Representative of your choice and your physician notified promptly of your admission to the hospital.
Right to Decide. Patients have the right, in collaboration with their physician, to have information to enable them to make informed decisions involving their health care. This includes the right to accept or refuse medical care and treatment, to the extent permitted by law, and to be informed of the medical consequences of such refusal.

Patients have the right to formulate Advance Directives. St. Joseph will provide care to patients whether or not they have Advance Directives. Advance Directives shall be made part of the medical record and reviewed periodically with the health care team, patient, and surrogate decision maker.

Right to Information. Patients have the right to information necessary to enable them to make important decisions that reflect their wishes. Patients have the right to have access to the financial cost of treatment. Patients have the right to information regarding an unanticipated or unexpected medical outcome in connection with their treatment. Patients have the right to receive education and training specific to their assessed needs, abilities, learning preferences and readiness to learn the care and services provided by St. Joseph.

Patients have the right to information about any professional relationship with another health care provider or institution that might suggest a conflict of interest.

Right to Management of Pain. Patients have the right to effective pain management, which includes physical, social, psychological, and spiritual pain management in their care.

Right to Grievance. Patients have the right to understand their rights as a patient and to initiate a complaint regarding the quality of their care.

Patients have the right to access the patient representative. St. Joseph employs a patient representative who can be reached at 410-337-1910, to assist patients and families with any issues or concerns related to their patient care experience. Patients also have the right to the mailing address of the state agency to make a grievance. To file a grievance:

Maryland Dept. of Health and Mental Hygiene
Office of Health Care Quality
Spring Grove Hospital Center
Bland Bryant Building
55 Wade Avenue
Catonsville, MD 21228
410-402-8016

Right to Participate in Ethical Issues. Patients and/or their designated representatives have the right to participate in the consideration of ethical issues that arise during their care, including issues of conflict resolution, withholding resuscitative services or withdrawal of life-sustaining treatment and participating in investigational and clinical trials. Patients have the right to seek consultation with the Ethics Committee, Risk Management, Spiritual Care, patient representative, and other ancillary personnel that may be included in the patient care conferences.

Right to Research Information. Patients have the right to a description of expected benefits, potential discomforts and risks, and consent to, or refusal of, participation in any human experimentation or other research or educational projects affecting their care or treatment. Patients have the right to informed consent or refusal of participation, all without compromise to their access to services.

Right to Privacy, Safety, and Security. Patients have the right to personal privacy and confidentiality of their medical information to the extent permitted by law.

Right to Freedom. Patients have the right to be free from restraints or seclusion, unless medically necessary.

Right to Protective Services. Patients have the right to protective services through the state or courts. Any victim of domestic violence or abuse has the right to a safe environment in which to seek assistance and support.

Right to Non-Discrimination. St. Joseph does not discriminate in the manner in which it provide health care services on the basis of race, religion, ethnic origin, sex, age, disability, sexual preference, ability to pay, or health status. If a patient feels he/she has been discriminated against on any ground, he/she may initiate a grievance with the medical center's patient representative.