Patient Bill of Rights

Frederick Health's staff fosters your health and well-being by providing quality healthcare. We want you and your family to know your rights and responsibilities while you are a patient at our hospital. You have the right to:

1. Considerate, respectful, and compassionate care;
2. A safe place free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse;
3. A medical screening exam and stabilizing treatment for emergency medical conditions and labor;
4. Freedom from restraints and seclusion unless needed for safety;
5. Know names and jobs of the health care team members unless staff safety is a concern;
6. Respect for your personal values, beliefs, and wishes;
7. Be treated without discrimination based on race, color, national origin, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, language, or ability to pay;
8. Get a list of protective and advocacy services when needed;
9. Request information about your hospital and physician charges. You have the right to ask for an estimate of hospital charges before care is provided as long as care is not impeded. Requests for estimates can be made through the Patient Access Department;
10. Receive information in a manner that you understand, at no charge, which may include: sign and foreign language interpretation; alternate formats such as large print, braille, audio recordings and computer files; and vision, speech, hearing, and other temporary aids;
11. Information about your diagnosis, prognosis, test results, possible outcomes of care, and unanticipated outcomes of care;
12. Access your medical records through the Health Information Management Department;
13. Be involved in your plan of care;
14. Be screened, assessed, and treated for pain;
15. Refuse care;
16. Select a person to remain with you for emotional support. You also have the right to make or change a list of approved visitors;
17. Choose a person to make health care decisions on your behalf;
18. Make or change an advance directive;
19. Give informed consent before any non-emergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care;
20. Agree or refuse to take part in medical research without the agreement or refusal affecting your care;
21. Permit or refuse to allow pictures of you for uses other than for your care;
22. Expect privacy and confidentiality;
23. Receive a copy of the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices; and
24. Voice concerns about your care to Service Excellence by calling 240-566-3564. If your concern is not resolved you may contact:

Office of Health Care Quality
Hospital Complaint Unit
7120 Samuel Morse Drive, 2nd Floor
Columbia, MD 21046-3422

or

The Joint Commission
Office of Quality and Patient Safety
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
FAX: 1-630-792-5636
jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-event

Patient Responsibilities

To ensure Frederick Health's ability to provide the best care possible, we ask that you accept the responsibility to:

1. Provide accurate and complete information regarding your identity, medical history, medications, supplements and financial information. Notify Frederick Health promptly if there is a financial hardship so we may assist as needed.
2. Participate in your treatment plans recommended by your care team. Let your care team know immediately if you do not understand your plan of care or the health instructions you receive.
3. Be considerate and respectful to other patients, visitors, and staff members. Be respectful of Frederick Health property.
4. Follow Frederick Health rules and regulations, including those that prohibit offensive, threatening, and/or abusive language or behavior, unauthorized recording and/or photographs of staff or other individuals, and the use of tobacco, inhaled nicotine, alcohol, or illicit drugs or substances. Help ensure that your visitors are aware of and follow those rules.

Una copia en español de Las Responsabilidades y Derechos del Paciente está a su disposición si usted la desea. Por favor póngase en contacto con la Oficina de Servicios Excelentes para Pacientes llamando al 240-566-3564.

REV. 07/2020