A Statement of the Patient’s Rights and Responsibilities

Monongahela Valley Hospital is committed to delivering quality medical care to you, our patient, and to making your stay as pleasant as possible. The following “Statement of Patient’s Rights,” endorsed by the Administration and staff of the hospital, applies to all patients. In the event you are unable to exercise these rights on your own behalf, then these rights apply to your designated/legal representative. The patient has the right to appropriate assessment and management of pain.

PATIENT RIGHTS:

- The patient has the right to respectful care given by competent personnel. Additionally, patient, families, and/or surrogate, will have available support services (i.e., Social Services, Ministerial Services) and an environment which will assist in meeting social, educational (when patient is a child or adolescent), emotional, and spiritual needs during illness.

- Realizing there are psychosocial and spiritual concerns of patients and family regarding dying and the grief process, care of the dying patient will optimize comfort and dignity by treating as desired by the patient or surrogate decision maker primary and secondary symptoms that respond to treatment and effectively managing pain.

- The patient has the right to have a family member, representative, and physician of their choice notified of their admission to the hospital.

- The patient has the right, upon request, to be given the names of his/her attending physician, the names of all other physicians directly providing care, and the names and functions of other health care personnel having direct contact with the patient.

- The patient has the right to every consideration of privacy. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted to protect each patient’s privacy.

- The patient has the right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.

- The patient has the right to be informed of applicable administrative policies and practices related to patient care.

- The patient has the right to have family members present at the examination and treatment of the patient.

- The patient has the right to receive care in a safe setting free from verbal or physical abuse or harassment.

- The patient has the right to be informed of these rights at the earliest possible moment in the course of his hospitalization.

- The patient has the right to receive information on how Monongahela Valley Hospital will use and disclose his/her personal health information. The Notice of Privacy Practices provides the patient with a full description of the ways in which we both use and disclose personal health information.

- The patient has the right to be informed of his/her visitation rights. A family member, friend, or other individual of the patient’s choice may be present with the patient for emotional support during the course of the patient’s stay. The presence of this support person is permitted, unless their presence infringes on others’ rights, safety, or is medically or therapeutically contraindicated.

- Monongahela Valley Hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. The hospital shall ensure that all visitors enjoy full and equal visitation privileges consistent with patient preference.

- The patient has the right to receive complaints and grievances to Renee Hurley, M.D., L.P.C., Director of Patient Relations, by calling (724) 258-1076. Patients may also seek assistance from the Pennsylvania Department of Health, Division of Acute and Ambulatory Care, Room 532, Health and Welfare Building, 625 Forster Street, Harrisburg, PA 17120-0701, 1-800-254-5164, or from the Joint Commission Office of Quality Monitoring at 1-800-994-6610 for any health concern or e-mail complaint@jointcommission.org.

PATIENT RESPONSIBILITIES:

As a patient, the hospital expects you to assume responsibility for the following:

- You or your designated/legal representative will provide accurate and complete information about present complaints, past illnesses, hospitalizations, medications, “advance directives”, and other matters relating to your health history or care in order to receive effective medical treatment.

- You are responsible for reporting whether you clearly comprehend a contemplated course of action and what is expected of you.

- You will cooperate with all hospital personnel and ask questions if directions and/or procedures are not clearly understood.

- You are expected to be considerate of other patients and hospital personnel, to assist in the control of noise and visitors in the room, and to observe the non-smoking policy of this institution. You are also expected to be respectful of the property of this institution.

- In order to facilitate your care and the efforts of the hospital personnel, you are expected to help the physicians, nurses, and allied health personnel in their efforts to care for you by following their instructions and medical orders.

- Duly authorized, members of your family designated/legal representative are expected to be available to hospital personnel for review of your treatment in the event you are unable to properly communicate with your health care provider.

- It is understood that you assume the financial responsibility of paying for all services rendered either through third-party payers (your insurance company) or being personally responsible for payments for any services which are not covered by your insurance policies.

- It is expected that you will not take drugs which have not been prescribed by your attending physician and administered by hospital staff and that you will not complicate or endanger the healing process by consuming alcoholic beverages or toxic substances during your hospital stay.

SUMMARY

Being a good patient does not mean being a silent one. If you have questions, problems, or unmet needs, please let us know. If you would like further clarification of the “Rights and Responsibilities” as they pertain to you, please contact our Patient Representative. The patient representative is available to assist you and your family with your special needs, answer questions, and explain policies and procedures. Contact the patient representative by using the special feature on your telephone.

PATIENT REPRESENTATIVE

724-258-1076

Putting your health first.

Monongahela Valley Hospital

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