

Patient's Rights

As a patient of Marianjoy Rehabilitation Hospital & Clinics, Inc., or Marianjoy Medical Group, you have the right, consistent with laws and regulations, to:

1. Information about the cost of your care, including the right to look at and receive a reasonable explanation of your total bill and detailed charges for services received, regardless of the source of payment. You also have a right to request and receive information about financial assistance available through the hospital.
2. Voice a complaint to your caregivers without fear of reprisal if you are dissatisfied with any aspect of your care. This includes issues related to quality of care, patient safety, coverage decisions, and premature discharge concerns.
3. Reasonable access to treatment, care, and services within our capabilities and mission regardless of race, religion, gender, sexual orientation, ethnicity, age, disability, marital status, newborn status, or source of payment.
4. Have a family member or representative of your choice as well as your physician notified promptly of your admission to the hospital.
5. Participate in the development, implementation, and revision of your plan of care, treatment, and services.
6. Make informed decisions and provide consent, except in emergencies, about your care, treatment, and services.
7. Receive, from an appropriate person within the facility, a clear explanation of:
 - All proposed treatment, care services, medications, interventions, or procedures.
 - Any problems related to recovery.
 - Any significant alternative treatment, care or services.
 - Your condition, any changes in your condition, and your prognosis for recovery.
 - The outcomes of your care.
8. Refuse any care, treatment, or services, and the right to be informed of the possible consequences.
9. Participate in resolving dilemmas about your care, treatment, services or discharge.
10. Identify someone to make decisions for you if or when you cannot make decisions about your care, treatment, or services, as permitted by law.
11. Prepare and/or revise advance directives or instructions about your medical treatment, to appoint a decision maker, and to have staff comply with these directives, as permitted by law.
12. Effective communication, including:
 - Interpreter and translation services
 - Assistance to meet vision, speech, hearing, language, and cognitive impairment needs
 - Visitors, mail, telephone calls, and other forms of communication
 - Restrictions on communication that is evaluated for therapeutic effectiveness and determined with your and your family's participation, as appropriate.
13. Receive considerate and respectful care.

14. Be treated with consideration and respect in recognition of your individuality and dignity, including reasonable visual and auditory privacy, during personal hygiene activities and consultations, examinations, and treatments.
15. Privacy and confidentiality of your health information and communications, and receive a copy of the Notice of Privacy Practices that includes further explanations of these rights.
16. Access or referral to appropriate services as:
 - Self-help groups, economic, legal, disability, or other advocacy organizations
 - Protective services such as guardianship
 - State licensing and certification agencies and governmental fraud and abuse units.
17. Have your pain assessed and managed appropriately.
18. Access to pastoral/spiritual care services.
19. Know the name of the physician or other practitioner primarily responsible for your care and the name and professional status of those responsible for authorizing and performing procedures and treatments.
20. Participate or refuse to participate in research and/or clinical trials after receiving an explanation of the nature and possible consequences of the research before the research or clinical trial is conducted without compromising your access to care, treatment, or services.
21. Remain in this facility for care without being transferred to another facility unless you have received an explanation of the need for a transfer, provisions have been made for your continuing care, and the receiving institution has accepted you as a patient.