

YOUR RIGHTS AND RESPONSIBILITIES

As a patient, you have certain rights and responsibilities. We encourage you to speak openly with your healthcare team, take part in your treatment choices, and promote your own safety by being well informed and involved in your care.

Patient Rights

- **Respect and dignity:** The right to considerate, respectful, and compassionate care that respects the patient's personal dignity, values, beliefs, and wishes.
- **Information disclosure:** The right to be informed about your health status, diagnosis, and treatment options in an understandable way. This includes obtaining information about the names and roles of your healthcare team members.
- **Informed consent and plan of care:** The right to participate in the development and implementation of your care plan and to make informed decisions about your treatment, plan of care, discharge plan, and pain management plan, including the right to refuse care.
- **Privacy and confidentiality:** The right to have your medical records and communications treated confidentially. You may choose to request restrictions (e.g., restrict certain disclosures, request private communications, give or refuse consent for audio/visual recordings used for purposes other than identification, diagnosis or treatment)
- **Access to records:** The right to access your medical records and to request corrections.
- **Safety and security:** The right to receive care in a safe environment, free from all forms of abuse, neglect, exploitation, or harassment. This includes the right to be free from restraints or seclusion unless medically necessary for safety.
- **Emergency care:** The right to a medical exam and stabilizing treatment for emergency medical conditions.
- **Visitors and support:** The right to have visitors and to designate a support person.
- **Advocacy:** The right to access protective and advocacy services in cases of abuse or neglect (e.g. patient advocate, ombudsman).
- **Advance directives:** The right to formulate advance directives (e.g., living will, health care proxy), and to have staff comply with them in accordance with law and hospital policy.
- **Complaints and grievances:** The right to express a complaint or grievance regarding your care without facing retaliation.
- **Interpreter services:** The right to language interpreter services if you are deaf, hearing impaired, or if English is not your primary language.

Patient Responsibilities

- **Provide accurate information:** To provide complete and accurate information about your health, including current and past illnesses, medications, and hospitalizations.
- **Follow the treatment plan:** To follow the care plan and instructions that you and your healthcare team have agreed upon. If you refuse treatment, you are responsible for your actions and any outcomes.
- **Ask questions:** To ask questions when you do not understand your treatment plan or care decisions.
- **Financial obligations:** To fulfill your financial obligations for the healthcare you receive.
- **Respect for staff and others:** To be considerate and respectful of other patients and hospital staff. This includes refraining from abusive language or behavior.
- **Follow hospital rules:** To follow the hospital's rules and regulations affecting patient care and conduct, such as adhering to a no-smoking policy.
- **Keep appointments:** To keep scheduled appointments and to notify the facility in advance if you cannot make it.

If you have a complaint or grievance in regard to Patient Rights, please contact:

Patient Relations at (406)758-7055 or patientrelations@logan.org.

U.S. Department of Health and Human Services (HHS) Office of Civil Rights (OCR) at 1-800-368-1019, 800-537-7697 (TDD), online at <https://www.hhs.gov/ocr/complaints/index.html>, by mail at 200 Independence Ave, SW Room 509F, HHH Building, Washington. D.C. 20201.

DNV Healthcare USA Inc. at 1-866-496-9647 or hospitalcomplaint@dnv.com, by mail at 19219 Katy Freeway, Suite 175, Houston, TX 7709

