

## **Resident Rights and Responsibilities for Swing Bed Patients**

Thank you for choosing St. Mary's Good Samaritan Hospital (GSH) as your health care provider. As part of our core values, we honor the sacredness and dignity of every person, and your personal choices and dignity will be respected and protected. While a swing bed resident at GSH, you have certain rights and responsibilities under Federal and State law that protect and promote your rights. You have the right to be informed of your rights and responsibilities as a resident, both orally and in writing, in a language that you understand. You must acknowledge receipt of this notice in writing. During your stay with us, you have the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.

### **Your Rights:**

- You have the right to be informed, make your own decisions, and have your personal information kept private.
- You have the right to have your family and physician notified of your admission to GSH.
- Unless you are adjudged incompetent or incapacitated by state law, you have the right to participate in care, planning and treatment decisions.
- You have the right to be informed in advance of changes to your plan of care that may affect your well-being.
- You have the right to refuse care, treatment and services. We will respect your right to refuse care, treatment, and services in accordance with law and regulation.
- If you are unable to make decisions about your care, treatment, and services, a surrogate decision-maker will be involved in decision-making for you.
- Your family may be included in decision-making to the extent allowed by you or your surrogate.
- You have the right to be informed of unanticipated outcomes to care, treatment, and services. Informed consent will include a discussion of potential risks, benefits, and side effects of any proposed treatment.

- You have a right to be informed of the name of the practitioner who is responsible for providing your care, treatment, and services, including their specialty and telephone number, and to choose a personal attending physician, dentist, or practitioner from among those who have privileges.
- You have the right to create advance directives (a health care proxy or power of attorney, a living will, after-death wishes) in accordance with State law.
- You have the right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.
- You have a right to be fully informed in a manner that is tailored to your age, language, and ability to understand, of your total health status, including but not limited to, your medical condition. This includes communication that accommodates vision, speech, hearing, and cognitive impairments. Interpretation or translation services will be provided for you when needed. Please ask your nurse or any staff member.
- You have the right to be free from physical and chemical restraints.
- You have the right to be free from neglect, abuse, and exploitation, including verbal, mental, physical, and sexual abuse while receiving care, treatment, and services. We will report allegations, observations, and suspected cases of neglect, exploitation, and abuse to appropriate authorities based on evaluation of the suspected events, or as required by law.
- You and your family have a right to file a complaint with GSH about your care and/or treatment without fear of punishment. To express any concern or complaint, please contact the Director of Nursing, at 706-453-5073 whenever possible; however, concerns may be addressed to any member of our staff. Concerns and/or complaints will be referred to the appropriate hospital representative. Your concerns will be addressed in a timely manner. You may also seek help with concerns about your care or treatment by contacting:
  - KePRO, Quality Improvement Organization for Medicare beneficiary concerns about quality of care, and filing an appeal or complaint at 1-844-455-8708
  - the Georgia Department of Community Health, Long Term Care Ombudsman, at 1-866-552-4464 (Option 5) or TTY: 404-657-1929
  - The Joint Commission at 1-630-792-5800 or file a report online at: [https://www.jointcommission.org/report\\_a\\_complaint.aspx](https://www.jointcommission.org/report_a_complaint.aspx)
- You have the right to access protective and advocacy services.

- You have the right to an environment that preserves your dignity and self-image, including wearing your own clothes and having possessions in your room, unless doing so would infringe on the rights of others or be detrimental to your care.
- You have the right to share a room with a spouse or significant other if you are both residents in our facility and both consent to the arrangement.
- We will notify you before your room or your roommate is changed and will take your preferences into account.
- You will be informed of items and services that are not covered by Medicare or Medicaid and the charges related to those items.
- You have the right to work or not work for the facility. If you choose to work for the facility, your care plan will reflect your desire to do so and the nature of the services you perform, as well as whether your services are voluntary or paid and any work must be medically appropriate.
- You have the right to receive visitors you choose to see and have private communications. You may refuse visitors that you do not want to see. Visiting hours will be limited by you.
- We will arrange your transportation to and from outside medical and dental appointments.
- You have the right to review the facility's health and fire safety inspection results.
- You have the right to be free from discrimination. We do not have to accept all admissions, but we cannot discriminate based on race, color, national origin, disability, age, or religion. The Department of Health and Human Services, Office for Civil Rights, has more information. Visit <http://www.hhs.gov/ocr>.
- You have the right to privacy in written communications, including the right to:
  - Send and promptly receive mail that is unopened; and
  - Have access to stationery, postage, and writing implements at your own expense.
- You have the right to personal privacy and confidentiality of your personal and clinical records.
- You or your legal representative has the right:
  - Upon an oral or written request, to access your records, including current clinical records, within 24 hours (excluding weekends and holidays); and
  - After review of your records for inspection, to purchase, at a cost not to exceed the community standard, photocopies of the records or any portions of them upon request and 2 working days advance notice to GSH.

**Your Responsibilities:**

- You are responsible for providing information about your health.
- You are responsible for following your plan of care or telling your physician and care team when you don't believe you can follow your treatment recommendations.
- You are responsible for asking questions when you don't understand information or instructions about your care, treatment, or services.
- You and your visitors are responsible for being considerate of the staff, patients, and other residents and their needs.
- You need to notify us when you experience pain and assist us in assessing your pain.
- You are responsible to meet your financial obligations for your care and services. This includes providing information for insurance and working with our Patient Financial Services Department to make arrangements for payment, as needed.

Resident Acknowledgement of Receipt:

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Date                                      Time                                      Signature of Resident or Authorized Representative