

Patients as Partners in Care:

Speak Up! Patient Rights

You have the right to express concerns about care and safety while in the hospital. Inside the hospital, you may call Careline (Dial C.A.R.E. [2273].) Outside NMMC, call (662) 377-2273 or visit www.nmhs.net/contact_us.

If concerns cannot be resolved through the hospital, you may contact the Joint Commission at 1-800-994-6610 or by e-mailing complaint@jointcommission.org and/or if you are a beneficiary of Medicare covered services, you may report any concerns you have to the Quality Improvement Organization (QIO) Information and Quality Healthcare 1-866-775-5897.



**NORTH MISSISSIPPI
MEDICAL CENTER**



Joint Commission
on Accreditation of Healthcare Organizations
Setting the Standard for Quality in Health Care



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You have rights and a role regarding your treatment and care. This brochure has questions and answers to help you find out about your rights and role as a patient. Knowing your rights and role can help you make better decisions about your care.

What are your rights?

- You have the right to be informed about the care you will receive.
- You have the right to get information about your care in your language.
- You have the right to make decisions about your care, including refusing care.
- You have the right to know the names of the caregivers who treat you.
- You have the right to safe care.
- You have the right to have your pain treated.
- You have the right to know when something goes wrong with your care.
- You have the right to get an up-to-date list of all of your current medicines.
- You have the right to be listened to.
- You have the right to be treated with courtesy and respect.
- Ask for written information about all of your rights as a patient.

What is your role in your health care?

- You should be active in your health care.
- You should ask questions.
- You should pay attention to the instructions given to you by your caregivers. Follow the instructions.
- You should share as much information as possible about your health with your caregivers. For example, give them an up-to-date list of your medicines. And remind them about your allergies.

Can your family or friends help with your care?

Find out if there is a form you need to fill out to name your personal representative, also called an advocate. Ask about your state's laws regarding advocates.

How can an advocate help with your care?

They can get information and ask questions for you when you can't. They can remind you about instructions and help you make decisions. They can find out who to go to if you are not getting the care you need.

Can your advocate make decisions for you?

No, not unless they are your legal guardian or you have given them that responsibility by signing a legal document, such as a health care power of attorney.

Can other people find out about your disease or condition?

The law requires health care providers to keep information about your health private. You may need to sign a form if you want your health care providers to share information with your advocate or others.

What is "informed consent?"

This means that your health care providers have talked to you about your treatment and its risks. They have also talked to you about options to treatment and what can happen if you aren't treated.

What happens if something goes wrong during treatment or with my care?

If something goes wrong, you have the right to an honest explanation and an apology. The explanation and apology should be made in a reasonable amount of time.

How do you file a complaint?

First, call the hospital or health organization so that they can correct the problem. Next, if you still have concerns, complaints can be sent to the licensing authority or the Joint Commission. The Joint Commission provides a complaint form on its Web site at www.jointcommission.org.

Questions to ask before you enter the healthcare facility

- Can you have an advocate? Do you need to sign a document so your advocate can get important information about your care?
- What will be done to make sure you don't get an infection?
- Is there a form you need to sign about life-saving actions, like resuscitation?
- Is there a form you need to sign about life support?
- Does the organization allow members of your religion to visit and pray with you?
- What kind of security does the facility have? Is there a 24-hour guard or alarm system?
- Whom do you speak to if a problem arises?
- How does the organization handle complaints?
- Are there any procedures that cannot be done at this facility for religious reasons?
- Can you get a copy of your medical record and test results?