

Your Rights As A Patient

You have the right to:

- Be TREATED WITH DIGNITY, receive CONSIDERATE AND RESPECTFUL CARE, and appropriate continuity of care.
- Be afforded PERSONAL PRIVACY to the extent dictated by your diagnosis, care and treatment.
- Have PRIVACY AND CONFIDENTIALITY of your medical care program, medical record, and finances with access only to those persons engaged in your assessment and treatment, or to whom you designate access.
(Note: The hospital may be legally obligated to release certain information for legal services or insurance and reporting purposes.)
- Expect reasonable PERSONAL SAFETY insofar as hospital practices and environment are concerned.
- KNOW WHO IS PROVIDING YOUR CARE and their qualifications.
- Have ACCESS TO PEOPLE OUTSIDE THE HOSPITAL by means of visitors, phone calls, and letters unless it is explained to you that such access might have a negative effect on your condition or outcome.
- Obtain from your physician COMPLETE CURRENT INFORMATION CONCERNING YOUR DIAGNOSIS, TREATMENT AND PROGNOSIS, in terms you can reasonably be expected to understand.
- Give INFORMED CONSENT IN DECISIONS involving your healthcare and specific treatments or procedures, the risks and benefits, and any alternatives to treatment as a reasonable physician under similar circumstances would disclose.
- PARTICIPATION IN DECISIONS INVOLVING YOUR HEALTHCARE, including the management of pain effectively.
- CONSULT WITH A SPECIALIST at your own request and expense.
- REFUSE TREATMENT to the extent permitted by law. (If you refuse treatment and the hospital feels your care will be significantly compromised, the hospital may end its relationship with you after giving reasonable notice and assisting you in the transfer of your care to another facility.)
- TRANSFER TO ANOTHER MEDICAL FACILITY with your consent, when medically necessary, when informed of the alternatives and when the receiving facility is prepared to accept your care.
- Be INFORMED OF YOUR CONTINUING HEALTHCARE REQUIREMENTS following discharge from the hospital.
- Be INFORMED OF ALL CHARGES related to your stay, regardless of the source of payment.
- Exercise your RELIGIOUS, SPIRITUAL, AND CULTURAL VALUES in your medical care to the extent that they do not impact other patients or functions of the facility.
- Access PROTECTIVE SERVICES as designated by the State of Alaska through law enforcement agencies, the Alaska Department of Family and Youth Services, and other agencies as appropriate. Contact your nurse or our Social Services Department for more information.
- Be informed of the hospital's process for REVIEW AND RESOLUTION OF PATIENT COMPLAINTS AND ETHICAL ISSUES.

If you should have a complaint about the care and service provided by the hospital or about the application of the Patient's Bill of Rights, you may inform the nurse who gives direct care, the nurse manager, or the house supervisor for your care area. You may also leave a message about your concern on the Ethics Voicemail at 861-6692. The Mat-Su Regional Ethics Committee is also available to help reach resolution for potential ethics issues.

Patient Responsibilities

You have the responsibility to:

- PROVIDE ACCURATE AND COMPLETE INFORMATION RELATED TO YOUR HEALTH to the best of your knowledge.
- FOLLOW THE TREATMENT PLAN recommended by the practitioner responsible for your care.
- ACCEPT RESPONSIBILITY FOR YOUR ACTIONS AND DECISIONS when you do not follow your practitioner's instructions.
- FOLLOW THE HOSPITAL RULES AND REGULATIONS affecting patient care and conduct.
- DEMONSTRATE RESPECT AND CONSIDERATION of other patients, hospital personnel and property.
- GIVE ACCURATE FINANCIAL INFORMATION, and fulfill your financial obligations as promptly as possible.

Emergency Medical Treatment

If you have a medical emergency or are in labor, you have the right to receive, within the capabilities of this hospital's staff and facilities:

- An appropriate medical SCREENING EXAMINATION
- Necessary stabilizing TREATMENT (including treatment for an unborn child)
- An appropriate TRANSFER to another facility, if necessary, EVEN IF you cannot pay or do not have medical insurance, or you are not entitled to Medicare or Medicaid.

Non-Discrimination Policy

Mat-Su Regional Medical Center does not discriminate against any person on the basis of race, color, national origin, disability, or age, in admission, treatment, or participation in its programs, services, activities, or in employment. For further information about this policy, contact the Administrator at 907-861-6000 or TDD 907-861-6797.