It is our policy to ensure that all patients are informed of their Rights and Responsibilities that guide our mutual participation in their plan of care.

Patients of Providence Hospitals...

1. Have the right to privacy concerning his/her medical care and confidentiality of his/her medical records unless he/she has given permission to disclose such information or if disclosure is otherwise required or permitted by law.

2. Have the right to receive care that is given without discrimination as to race, color, religion, mental or physical disability, gender, sex, national origin, sexual orientation, values, beliefs, or ability to pay.

3. Can expect that Providence Hospitals will comply with the Lewis Blackman Hospital Patient Safety Act at Article 27, Section 44-7-3410 et. Seq., of the South Carolina Code of Laws (June, 2005) which requires that hospitals:

a. Identify all clinical staff, clinical trainees, medical students, interns, and resident physicians as such with identification badges that include their names, their departments, and their job or trainee titles.

All the above must be clearly visible and explicitly identified on their badges and must be stated in terms or abbreviations reasonably understandable;

b. Permit patients to request that a nurse call his or her attending physician or designee regarding the patient's personal medical care. If so requested, the nurse shall place the call and notify the physician and/or his/her designee of the patient's concerns. If the patient is able to communicate with and desires to call his or her attending physician or designee, upon the patient's request, the nurse must provide the patient with telephone number and assist the patient in placing the call;

c. Permit patients to activate the Hospital's Rapid Response Team by which a patient may access prompt assistance for the resolution of the patient's personal medical care concerns; and

d. Ensure that patients receive, prior to or at the time of admission to the hospital for inpatient care or outpatient surgery, written information describing the general role of clinical trainees, medical students, interns, and resident physicians, if applicable, in patient care.

4. Have the right to select and see his/her doctor when he/she is a patient, to know the identity of any person involved in his/her care, and to select those who will care for him/her after leaving the hospital.

5. Have the right to receive information about his/her condition, prospect of recovery, treatment and treatment choices, risks involved in treatment choices, in a manner that is understandable and tailored to his/her age, language, cognitive ability, and special needs.

6. Have the right to consent to or refuse treatment to the extent allowed by law, including options to forgo life sustaining or resuscitative services, complete advance directives, and to designate a representative to make decisions on his/her behalf in the event he/she cannot speak for him or herself.

7. Have the right to take part in the planning of his/her care, resolving ethical questions, and to receive instruction and education about his/her care plan.

8. Have the right to expect care in a safe setting, free from abuse, neglect, harassment or exploitation and to access protective and advocacy services.

9. Have the right to be free from restraint and seclusion of any form that is not medically necessary or used as means of coercion, discipline, convenience or retaliation by staff.

10. Can expect reasonable protection for personal possessions entrusted to the hospital for safekeeping, and to have access to his/her possessions.

11. Have the right to inspect, amend, and obtain a copy of his/her medical records in accordance with Providence Hospitals' policies.

12. Can expect to have the information in the medical record explained.

13. Have the right to voice concerns about his/her care and suggest changes in service, physician, or staff without fear of discrimination.

14. Can expect to receive information about his/her hospital bill and be given information and counseling on the availability of known financial resources for his/her care.

15. Have the right to voice concerns about his/her care and suggest changes in service, physician, or staff without fear of discrimination.

16. Have the right to consent or decline to take part in research affecting his/her care or treatment.

17. Can expect to receive information about pain and pain relief measures and expect a reasonable response to his/her reports of pain.

18. Can expect to be able to express his/her spiritual beliefs and cultural practices as long as such practices do not harm others or interfere with treatment.

19. Have the right to file a grievance and be informed of the process to review and address the grievance.

20. Have the right to access people outside the hospital through visitors and verbal and written communication. If you do not speak English or have other language barriers, all reasonable efforts will be made to provide an interpreter or another appropriate accommodation.

21. Can expect to have a family member or representative and his/her physician notified promptly of his/her admission to the hospital.

22. Can expect to be able to request consultation regarding ethical issues surrounding his/her care from the Providence Hospitals' Ethics committee and other appropriate sources.

23. Have the right to know if the Hospital has relationships with outside parties that may influence his/her treatment and care.

24. Have the right to designate visitors who shall receive the same visitation privileges as members of his/her immediate family regardless of whether the visitors are legally related to him/her.

25. Have the right to receive discharge and/or transfer instructions with a full explanation as to why the discharge or transfer is appropriate and to appeal any discharge he/she believes to be premature.

26. Have the right to select those who will care for him/her after leaving the facility. If transferred, he/she has the right to be provided with the options, benefits and risks associated with the transfer.

Patients of Providence Hospitals have the responsibility to...

1. Provide accurate and complete information about his/her medical history, any existing advance directive, current condition, and changes during his/her stay.

2. Follow the treatment plan he/she has agreed to and be responsible for his/her actions if he/she refuses treatment or does not follow instruction.

3. Make arrangements to pay his/her Hospital bill as soon as possible.

4. Follow hospital rules and show respect for the rights and property of others and the Hospital.

5. Provide for safekeeping of his/her personal possessions not entrusted to the Hospital.

6. Tell his/her doctor or nurse when he/she is experiencing pain, discuss pain relief and work with the health care team to measure and relieve his/her pain.

7. Ask questions if he/she does not understand his/her plan of care or its related expectations.

8. Properly identify him or herself to all Hospital staff.

9. Comply with all Hospital safety and contagion policies.

10. Tell his/her provider if he/she believes he/she cannot follow through with treatment.

11. Recognize the effects of lifestyle choices on his/her personal health.

2435 Forest Drive
Columbia, SC 29204
803.256.5300

120 Gateway Corporate Blvd
Columbia, SC 29203
803.865.4500

www.providencehospitals.com

Patient Rights and Responsibilities

PROVIDENCE HOSPITALS

A Ministry of the Sisters of Charity Health System