

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient at the Down East Community Hospital, you have certain rights and responsibilities. This will help you know what to expect from your health care team and what they can expect from you.

Your Rights

- You have the right to participate in the development and implementation of your plan of care. This includes your treatment plan, discharge plan, and pain management plan.
- You have the right to ask questions about your care.
- You or your representative has the right to make informed decisions regarding your care.
- You have the right to formulate an advanced directive and to have the hospital staff and practitioners who provide care in the hospital comply with these advanced directives.
- You have the right to have a family member or representative of your choice and your own physician notified promptly of your admission to the hospital.
- You have the right to personal privacy,
- You have the right to receive care in a safe setting.
- You have the right to be free of all forms of abuse or harassment.
- You have the right of confidentiality of your clinical records.
- You have the right to access information contained in your clinical records within a reasonable timeframe.
- Patients or their support person have the right to consent to receive the visitors whom he or she designates including but not limited to, a spouse, domestic partner including a same sex domestic partner, another family member or friend. Patients have the right to withdraw or deny such consent at any time. DECH does not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability. All visitors shall have full and equal visitation privileges consistent with patient preference. Clinical or safety restrictions may limit the right at times. Patients and visitors will be informed of such.
- All patients have the right to be free from physical or mental abuse, and corporal punishment. All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others and must be discontinued at the earliest possible time.

Your Responsibilities

- You have the responsibility to tell us about your condition, your health history, medicines you are taking and other facts about your health. Tell the nurse if you are in pain.
- You have the responsibility to follow instructions of your care givers and ask questions that you may have. It is your responsibility to let us know if you would like to refuse treatment. You are responsible for the results of refusing.
- You have the responsibility to follow hospital rules and respect the rights of other patients and hospital staff.
- You have the responsibility to provide information needed for insurance payments and other billing functions.
- You have the responsibility to ask questions when you don't understand your care or treatment or what you are expected to do.

Complaints or Grievances

- Patients or family members with a complaint or grievance can contact the Grievance Hotline at 207-255-3356 extension 2264.
- If a patient is not satisfied with the resolution of the grievance, they may appeal this decision directly to the Down East Community Hospital Chief Executive Officer or designee.
- The patient/family may contact the State of Maine, Division of Licensing and Certification, at the address below, at any time to register a complaint. This will in no way compromise the care the patient receives.

41 Anthony Avenue
11 State House Station
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