

# Patient's Rights

It is the policy of Morehouse Community Medical Centers, Inc that:

1. The patient has the right to considerate and respectful care. Individuals shall be accorded impartial access to treatments or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care. The patient should have access to an interpreter should he/she needs one.
2. The patient has the right to and is encouraged to obtain from physicians and other direct care-givers relevant, current, and understandable information concerning diagnosis, treatment, and prognosis.
3. The patient has the right to make informed decisions about the plan of care prior to and during the course of treatment, and to refuse a recommended treatment, and to refuse a recommended treatment or plan of care to the extent permitted by law and Morehouse Community Medical Centers, Inc. policy, and to be informed of the medical consequences of this action.
4. The patient has the right to have an advance directive (such as a living will, health care proxy, or durable power of attorney for health care) concerning treatment or designating a surrogate decision maker with the expectation that Morehouse Community Medical Centers, Inc. will honor the intent of that directive to the extent permitted by law and clinic policy.
5. The patient has the right to every consideration of privacy. Case discussion, consultation, examination and treatment should be conducted so as to protect each patient's privacy.
6. The patient has the right to expect that all communications and records pertaining to his/her care will be treated as confidential by the clinic, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law.
7. The patient has the right to review the records pertaining to his/her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity and policies, Morehouse Community Medical Centers, Inc. will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The patient has the right to have his/her psychosocial and spiritual needs met through the clinic's resources or through arrangement with community resources.
9. The patient has the right to ask and be informed of the existence of business relationships among Morehouse Community Medical Centers, Inc., educational institutions, other health care providers or payers that may influence the patient's care and treatment and care.

10. The patient has the right to consent to or decline to participate in propose research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other care-givers of available and realistic patient care options when the Morehouse Community Medical Centers, Inc. is no longer appropriate.
12. The patient has the right to be informed of Morehouse Community Medical Centers, Inc. policies and practices that relate to patient care, treatment and responsibilities. The patient has the right, without recrimination, to voice complaints regarding the care received, and to have those complaints reviewed and, when possible, resolved. The patient has the right to be informed of available resources for resolving these complaints, such as patient representatives or other mechanisms available in the clinic. The patient has the right to be informed of the clinic's charges for services and available payment methods.
13. The patient has the right to file a grievance concerning care rendered during or after the office visit. Such grievance may be filed by reporting same to caregivers or clinic staff or by calling 283-8887 extension 101 during normal business hours, Monday through Thursday 8:00 am to 5:00 p.m. or Fridays from 8:00 am to 12:00 noon. A hotline number is available for patients wishing to leave a message at 283-8887. Grievance may also be filed with the Louisiana Department of Health and Hospitals, 1-888-810-1819 for Medicare patients and 1-504-924-7051 for Medicaid patients.
14. The patient has the right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation by staff. Any concerns regarding the use of these devices should be reported immediately to Quality Improvement (Extension 102)

