

YOUR RIGHTS AS A PATIENT

At Johnson Memorial Health, our staff and volunteers respect the rights, interests, and well-being of our patients. Patients receiving care, treatment, or services at any JMH facility, along with their legal decision-makers, have certain rights and responsibilities.

YOU HAVE THE RIGHT TO:¹

ACCESS TO CARE AND SERVICES:

- Receive care in a safe and secure setting free from all forms of abuse, neglect, or mistreatment.
- Be treated without discrimination based on sex, race, cultural, economic, educational, or religious background, sexual orientation, age, disability, or the source of payment for health care services.
- Be informed, whenever possible, of your Patient Rights before giving or ending patient care.
- Have your personal privacy respected.
- Have your clinical records treated confidentially, unless you have given permission or as otherwise permitted by law.

PARTICIPATION AND DECISION MAKING:

- Be informed of your health status, be involved in care planning, and treatment.
- Be involved in the development and implementation of your plan of care, including pain management and discharge.
- Make informed decisions regarding your care, treatment, and services.
- Request or refuse care, treatment, and services to the level allowed by law and regulation. This right will not be understood as a way to demand the delivery of treatment or services considered medically unnecessary or inappropriate.
- Select someone to make healthcare decisions for you if at some point you are unable to make those decisions.
- Make or change an Advance Directive and have your care practitioners comply with those directives to the extent permitted by law.
- Be fully informed of and consent to or refuse to take part in any unusual, experimental, or research project without affecting your access to services.
- Be free from restraints and seclusion of any form that are not medically necessary or used as a means of coercion, discipline, convenience, or retaliation by staff.
- Your family has the right to informed consent for the donation of organs and tissues.

VISITATION:

- You have the right to have visitors of your choosing and to be informed of your visitation rights. You may deny visitors at any time. We may restrict or limit visitation for reasonable or clinical reasons.
- Know that all visitors enjoy full and equal visitation privileges according to your preferences, and JMH will not restrict, limit, or otherwise deny visitation privileges base.

These rights apply to the guardian and/or parent of children and to the patient's designated healthcare representative or healthcare power of attorney.

¹ Certain patients have different rights than those reflected here (including but not limited to, presently incarcerated patients, etc.)

COMMUNICATION AND INFORMATION:

- Have effective communication provided in terms you can understand. This may include access to a language interpreter available at no cost to you. If you have vision, speech, hearing, language, or cognitive impairments, JMH will address those communication needs.
- Have a family member or representative of your choice and your provider notified promptly of your admission to the hospital.
- Know the professional status of any person providing your care or services and the reasons for any proposed change in the professional staff responsible for your care.
- Receive an explanation concerning the reasons for a transfer either within or outside the hospital.
- Be informed of the relationships of the hospital to other persons or organizations participating in the provision of your care.
- Access information in your clinical record within a reasonable amount of time.
- Request amendments to and obtain information on disclosures of your health information, in accordance with laws and regulations. Please refer to the hospital's **Notice of Privacy Practices** available throughout the facility and also on our website: www.johnsonmemorial.org.
- Have access to the cost, itemized when possible, of services provided within a reasonable amount of time.
- Be informed of the source of the hospital's reimbursement for your services and of any limitations which may be placed upon your care.

COMPLAINTS AND GRIEVANCES:

You have the right to express complaints about your care and to have those complaints reviewed and followed up on. If you have an immediate concern or problem during your stay:

- Speak with any care team member involved in your care.
- Ask to speak to the department manager or director.
- Call the Patient Advocate Office at 317-346-3929.
- After hours, you can ask to speak to the Nursing Supervisor.

If you have concerns about your quality of care, early discharge issue, or want to file a grievance, there are three ways you can have your voice heard. Call or write:

Patient Advocate Coordinator
Johnson Memorial Health
1125 West Jefferson Street
P.O. Box 549
Franklin, IN 46131
317-346-3929

Indiana Department of Health
2 North Meridian Street
Indianapolis, IN 46204
1-800-246-8909
Online submission form:
in.gov/health

Peer Review Organization
Livanta LLC, BFCC QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701
1-888-524-9900



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