

JOHNSON MEMORIAL HEALTH

Being a patient at Johnson Memorial Health entitles you to certain rights as well as obligating you to several responsibilities.

YOUR RIGHTS AS A PATIENT:

You are entitled to these rights regardless of sex, race, cultural, economic, educational or religious background, sexual orientation, age, handicap or the source of payment for your health care. All your rights as a health care consumer also apply to the person who may have legal responsibility to make decisions regarding your health care. The hospital and the medical staff have adopted the following statement of Patient Rights. As a patient at Johnson Memorial Health, the patient has:

- a. The right to participate in the development and implementation of his or her plan of care;
- b. Or his or her representative (as allowed under state law) has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his or her health status, being involved in care planning and treatment, and being able to request or refuse treatment. The patient's right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate;
- c. The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives, in accordance with Federal and State Patient Self-Determination Act(s);
- d. The right to have a family member or representative of his or her choice and his or her own physician notified promptly of his or her admission to the hospital;
- e. The right to personal privacy;
- f. The right to receive care in a safe setting;
- g. The right to be free from all forms of abuse or harassment;
- h. The right to the confidentiality of his or her clinical records;
- i. The right to access information contained in his or her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits;
- j. The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff;
- k. The right to be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services;
- l. The right to know the professional status of any person providing his/her care/services;
- m. The right to know the reasons for any proposed change in the Professional Staff responsible for his/her care;
- n. The right to know the reasons for his/her transfer either within or outside the hospital;
- o. The right to know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care;
- p. The right of access to the cost, itemized when possible, of services rendered within a reasonable period of time;
- q. The right to be informed of the source of the hospital's reimbursement for his/her services and of any limitations which may be placed upon his/her care;
- r. The right to have pain treated as effectively as possible;
- s. The right to receive visitors. Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights. Visitation rights are based on the patient's, or designated support person's consent to receive whom he or she designates.
- t. The patient's family has the right of informed consent for donation of organs and tissues.

Grievance Process: If you have concerns about your quality of care or early discharge issue, there are three (3) ways you can have your voice heard. Call or write:

Patient Advocate Coordinator
Johnson Memorial Health
1125 W. Jefferson Street
P.O. Box 549
Franklin, IN 46131
317.346.3929

Indiana Department of Health
2 North Meridian Street
Indianapolis, IN 46204
317.233.1325

Peer Review Organization
Livanta LLC, BFCC QIO Program
10820 Guilford Road, Suite 202,
Annapolis Junction, MD 20701

*Disponible en Español



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