

## **Declaration of Patient Rights and Responsibilities**

St. Francis Memorial is committed to furthering the partnership between the Hospital and the patients we serve. The Declaration of Patient Rights and Responsibilities were developed in consultation with you, the patient. This document represents important beliefs and behaviors that our staff strive to achieve in their relationship with patients, families and the community.

### **1. Your Right .... To Privacy**

- To privacy, confidentiality and security of your personal health information.
- To access your Medical Record.

### **2. Your Right .... To Quality**

- To excellence in the delivery of high quality patient care services in a safe, accessible environment free of prejudice, harassment or abuse.

### **3. Your Right .... To Respect**

- To be treated with dignity, courtesy and respect, including respect for cultural diversity

### **4. Your Right .... For Patient Focused Care**

- To have access to reliable and current information about your health care options.

### **5. Your Right .... To be Engaged**

- To actively participate in decision-making/planning regarding diagnosis, treatment and discharge planning pertaining to your health care
- To have informed choices outlined in terms you understand

**As a Patient using our services, you are expected to commit to the following Patient Responsibilities ....**

### **1. Your Responsibility .... To Privacy**

- Identify a spokesperson or provide a Power of Attorney in the event you cannot make decisions for your care.

### **2. Your Responsibility .... To Quality**

- Recognize that needs of others may sometimes be more urgent than your own
- Express opinions positive or negative about your healthcare experience as outlined in the formal commendation and complaint policy.

### **3. Your Responsibility .... To Respect**

- Respect hospital policies and property.
- Treat staff members, other patients and families with respect.

### **4. Your Responsibility .... To be Engaged**

- Ask questions and share relevant and accurate information with health care providers.
- Make informed choices to consent or refuse treatment accepting responsibility for those decisions.
- Be responsible for payment of any billable treatment/services.