

## Patient Rights & Responsibilities

Stephens Memorial  
Hospital/  
Western Maine Health  
181 Main Street  
Norway, ME 04268

If you have questions or concerns not addressed by your health care team, please call:

**Quality and Safety Specialist**

**1-207-744-6136**

**Stephens Memorial Hospital/Western Maine Health provides equitable health care without discrimination against, or harassment of, any person on the basis of race, color, ethnic or national origin, religion, sex, age, sexual orientation, gender identity/ expression, cultural background, disability, veteran status, or any other basis prohibited by federal or state law.**

### Patient Rights

**While in our care at Western Maine Health, you have the right to:**

- Be treated in a caring and respectful way.
- Receive information about the care given to you in a way you can understand including free interpreter services, if needed, information written in other languages, and free communication assistance if you have limited English proficiency or are deaf or hard of hearing.
- Make informed decisions about your care.
- Say no or refuse treatment.
- Have your doctor and a family member or representative of your choice notified promptly of your admission to the hospital.
- Have family or a representative of your choice take part in your care decisions.
- Choose who you would like to have visit you, as well as telling us who you do not want, and we will inform them according to your wishes. Please know there may be times when we may not allow visitors such as during medical treatments or procedures.
- Know the names of the people who are taking care of you and how they will help or care for you. This is also true if you are being taken care of by students, resident doctors or other people in training.
- A second opinion or request an appropriate transfer to another hospital.
- Personal privacy. This includes being seen by your health care team in private.
- Provide us with an advance directive such as a living will. This tells the hospital and doctors how you want to be treated and who you want to make decisions for you if you cannot speak for yourself.
- Be treated in a way that protects your safety including care that is free from abuse, neglect and exploitation.
- Be free from seclusion and restraints unless necessary for your personal safety.
- Be kept as comfortable as possible which includes controlling your pain.
- Request a copy of your confidential medical record and receive it in a reasonable timeframe.
- Receive written notice of how your health information will be used and shared. This is called our Notice of Privacy Practices and contains your rights and our legal duties regarding your health information.
- Take part in a research study if you are asked, or have the right to say no if you do not wish to participate.

- Expect us to provide an honest explanation in a reasonable timeframe if something goes wrong and causes serious harm during your care. Hospitals are not allowed to get paid when serious harm results from preventable mistakes and adverse events. Stephens Memorial Hospital / Western Maine Health supports and follows the State law.
- Tell us your concerns, either verbally or in writing, as we want to know if you have any quality of care questions or problems. If you have a concern that cannot be solved with your doctor, nurse or other caregiver, you may call our Quality and Safety Specialist at 1-207-744-6136.

If you would like to speak to someone outside of Western Maine Health, you may contact:

**Division of Licensing & Certification Complaint Intake**  
**Department of Health and Human Services, Maine Center for Disease Control and Prevention**  
 41 Anthony Avenue, 11 State House Station, Augusta, ME 04333-0011  
 Toll-free telephone numbers: 1-800-383-2442 or 1-207-287-9308  
 Fax number: 1-207-287-9307  
 E-mail: [dls.complaint@maine.gov](mailto:dls.complaint@maine.gov)

If you are a Medicare beneficiary, you may also contact:

**KEPRO BFCC-QIO (Beneficiary and Family Centered Care Quality Improvement Organization) at:**  
 KEPRO, BFCC-QIO Region 1  
 5700 Lombardo Center Drive, Suite 100, Seven Hills, OH 44131  
 Local telephone number: 1-216-447-9604 ~ Toll Free telephone number: 1-888-319-8452  
 Toll Free TTY number: 1-855-843-4776  
 Toll Free Fax number: 1-844-878-7921

### **Patient Responsibilities:**

**We want you to receive the best and safest care possible. We believe this can be done when patients, and families or representatives are active members of the health care team. While in our care, we ask that you and your family or representative:**

- Be honest and tell us all you know about your present illness, other times you have been in the hospital or received medical care, your health history, current symptoms, and anything else you think would be helpful.
- Tell us about:
  - All drugs you are taking including prescriptions, herbal remedies, over the counter medications, natural products, vitamins, alcohol and tobacco use.
  - Allergies or reactions to medicines, food, adhesive tape, latex, or anything else.
  - Any other information we should know that affects your health.
- Tell us right away if:
  - You have an unexpected change in your condition or symptoms.
  - Your pain medicine is not helping you.
- Please ask questions if you do not understand any instructions, what you have been told, or do not know what you are expected to do.
- Follow instructions from your doctor, nurse or other caregiver. If you are not able to follow your plan of care instructions, please tell someone as soon as possible. We often can change your plan of care to make it easier for you to understand and follow.
- Accept responsibility and risk for your choices if you:
  - Choose not to follow your plan of care.
  - Refuse care or treatment.
- Show respect for our staff, doctors, patients, visitors and property.
- Prepare to pay your hospital bill. Please give us the information we need to bill your insurance. Let us know if you need help with a payment plan or would like information regarding payment options.