

PATIENT RIGHTS & RESPONSIBILITIES

You have the right to...

- Be free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socio or economic status, sex, sexual orientation, and gender identity or expression.
- Be informed about the care you will receive.
- Get information about your care in your language or in a manner that meets your needs if you have vision, speech, hearing, or mental impairment.
- Make decisions about your care, including the right to refuse.
- Know the names of the caregivers who treat you.
- To safe care.
- Be free from unnecessary restraints and seclusion.
- Have your pain addressed.
- Know when something goes wrong with your care.
- An up-to-date list of your current medications.
- Be listened to and have a family member or support person of your choice during your stay.
- Be treated with dignity and respect.
- Have your privacy and confidentiality safeguarded.

You should...

- Be active in your health care.
- Ask questions.
- Pay attention, participate, and follow the instructions given to you by your caregivers.
- Share with your caregivers as much information as possible about your health, medications, and allergies.
- Meet financial commitments.
- Treat staff with courtesy and respect.

Mid Coast Hospital has Patient Advocates available to help support you by...

- Guiding you through the hospital care system.
- Providing information on Advance Directives.
- Acting as a support between you and your health care team.
- Providing information for financial aid.

For more information about your rights or to request a patient advocate, please contact **Mid Coast Hospital Case Management** at **373-6380**.

HOW TO EXPRESS A CONCERN

If you wish to express a concern or have a complaint about your care, please contact our **Senior Director of Quality & Patient Safety** at **373-6377**.

You also have the right to lodge a grievance or complaint about the care you received by contacting any of the following organizations: **Please note these agencies do not address concerns about your hospital bill.*

Maine Department of Human Services Division of Licensing and Certification

State House Station 11

Augusta, Maine 04333-0011

(800) 791-4080 / TTY: Maine Relay 7-1-1

Provided by The Maine Hospital Association in collaboration with Maine Department of Human Services—Division of Licensing and Certification.

The Joint Commission Office of Quality Monitoring

One Renaissance Boulevard,

Oakbrook Terrace, IL 60181

complaint@jointcommission.org

(800) 994-6610 FAX:(630) 792-5636

Quality Improvement Organization (QIO) KEPRO

(888) 319-8452



Mid Coast Hospital
MaineHealth