

Patient Rights and Financial Responsibilities



Southern Maine
Health Care
MaineHealth

You have the right to a free, qualified interpreter.

SMHC offers a variety of interpreter service options for those with limited English speaking skills. We are happy to provide these services in-person, over the telephone or through video.

SMHC also offers numerous devices and services to assist the hard of hearing including handsets, headsets and over the telephone on-site and video interpreting services.

- SMHC Medical Center: TDD/TTY 207-283-7028
- Emergency Department: TDD/TTY 207-283-7004

Please ask a member of your care team for assistance with any of these services.

French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-207-283-7662 (ATS: 1-207-283-7028).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-207-283-7662 (TTY: 1-207-283-7028).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-207-283-7662 (TTY: 1-207-283-7028)。

Cushite

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-207-283-7662 (TTY: 1-207-283-7028).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-207-283-7662 (TTY: 1-207-283-7028).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-207-283-7662 (رقم هاتف الصم والبكم: 1-207-283-7028).

Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-207-283-7662 (TTY: 1-207-283-7028)។

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-207-283-7662 (телетайп: 1-207-283-7028).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-207-283-7662 (TTY: 1-207-283-7028).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-207-283-7662 (TTY: 1-207-283-7028).

Thai

เรียน: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-207-283-7662 (TTY: 1-207-283-7028).

Nilotic

PID KENE: Na ye jam ně Thuonjan, ke kuony yeně koc waar thook atō kuka lēu yōk abac ke cīn wēnh cuatě piny. Yuopě 1-207-283-7662 (TTY: 1-207-283-7028).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-207-283-7662 (TTY: 1-207-283-7028) 번으로 전화해 주십시오.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-207-283-7662 (TTY: 1-207-283-7028).

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-207-283-7662 (TTY: 1-207-283-7028) まで、お電話にてご連絡ください。

Patient Bill of Rights and Responsibilities

Your rights and responsibilities as a patient:

We consider you a partner in your health care. When you are well informed, involved in your care, and talk openly with your doctor and other healthcare workers, you can help make your care as effective as possible. Southern Maine Health Care respects the personal preferences and values of each individual.

While you are a patient at SMHC, your rights include the following:

- a. You have the right to considerate and respectful care in a safe environment, free from abuse and harassment.
- b. You have the right to considerate and respectful care in a safe environment, free from discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- c. You have the right to an interpreter or other aids, if needed, to help you communicate.
- d. You have the right to have your personal doctor and a family member or other person you choose notified if you are admitted to the hospital.
- e. You have the right to be well informed about your illness, possible treatments, and likely outcome.
- f. You have a right to discuss this information with your doctor, and to help create and implement your plan of care. You have the right to know the names and roles of people treating you.
- g. You have the right to be informed of unanticipated outcomes, adverse events and medical errors.
- h. Healthcare facilities are prohibited from receiving payment for serious harm that results from preventable mistakes and adverse events as defined by state law (law effective July 18, 2008).
- i. You have the right to know about pain and pain relief measures and to have caring, concerned and responsive staff who are committed to pain prevention and state-of-the-art pain management.
- j. You have the right to consent to or refuse a treatment, as permitted by law. If you refuse a recommended treatment, you will receive other needed and available care.
- k. You have the right to have an Advance Directive, such as a living will or healthcare proxy. These documents express your choices about your future or name someone to decide if you cannot speak for yourself. If you have a written Advance Directive, you should provide a copy to your family and your doctor.
- l. You have the right to privacy. SMHC, your doctor and others caring for you will protect your privacy as much as possible.
- m. You have the right to expect that treatment records are kept confidential unless you have given permission to release information or when disclosure is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.
- n. You have the right to read your medical records and to have the information explained, request amendment to, and obtain information on disclosures of your health information, in accordance with law and regulation.

- o. You have the right to expect that you will be in a safe environment and that SMHC will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
- p. You have the right to be free from restraints or seclusion unless necessary for medical reasons or for physical safety.
- q. You have the right to know if SMHC has relationships with outside parties that may influence your treatment and care. These outside parties may be educational institutions, other healthcare providers or insurers.
- r. You have the right to agree to or refuse to take part in research affecting your care. If you choose not to take part, you will receive the most effective care SMHC otherwise provides.
- s. You have the right to be told of realistic care options when hospital care is no longer needed for you.
- t. You have the right to know about SMHC rules that affect you and your treatment, and about charges and payment methods.
- u. You have the right to know about SMHC resources, such as patient representatives or ethics committees, that can help you resolve problems and questions about your medical care or hospital stay.
- v. You have the right to choose who may or may not visit you during a hospitalization regardless of whether the visitor is legally related to you
- w. You have the right to receive visitors whom you designate, whether spouse, domestic partner (including same sex domestic partner), another family member or friend. You have the right to withdraw or deny such consent at any time.
- x. You have the right to have a family member, friend, or other support individual present with you during the course of your stay or treatment for emotional support. Note: SMHC allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- y. SMHC respects the patient's cultural and personal values, beliefs, and preferences.
- z. SMHC accommodates the patient's right to religious and other spiritual services.

You have responsibilities as a patient.

- a. You are responsible for giving information about your health, including past illnesses, hospital stays and use of medicine.
- b. You are responsible for asking questions when you do not understand information or instructions.
- c. You are responsible for following the care, service or treatment plan developed. If you believe you can't follow through with your treatment, you are responsible for telling your doctor.
- d. You are responsible for accepting the consequences if you do not follow the care, service or treatment plan.

ADVANCE DIRECTIVES/LIVING WILL

Taking charge of your health care: Maine's law on Health Care Advance Directives

When you need medical care, you have the right to make choices about that care. But what if you are unable to tell caregivers what you want? The best way to stay in control of decisions about your care is to put your choices down in writing ahead of time. This is called an Advance Directive.

What is an Advance Directive?

Under Maine Law, any spoken or written decision or instruction about the kind of health care you want in the future is called an Advance Directive. You can tell your family your wishes, but it is best to put it in writing. If you sign an Advance Directive, your family and your doctor will know who to talk to about your care and/or what kinds of treatment you want or don't want when you are unable to decide for yourself.

Advance Directives are also sometimes called a "Living Will" or "Durable Health Care Power of Attorney." If you have already signed such a document, be sure to give copies to your doctor, hospital and family.

In an emergency, you'll receive care until the doctors can evaluate your condition and until they know your personal wishes regarding your care. If you do not have an Advance Directive, Maine law allows your doctor to ask your relatives – or others close to you – to make decisions about your care.

How can you learn more?

We have information available to help you make a decision about Advance Directives. Just ask a member of your patient care team for an information packet. Should you still have questions, he or she can also arrange for someone to assist you.

MEDICAL RECORDS

While you are at SMHC, your care team keeps a confidential record of your care. This record contains your medical history, details of your treatment, and the progress you have made while in the hospital. According to our hospital policy, all patients may obtain a copy of their record.

If you would like a copy of your records, please contact the Health Information Management Department at:

SMHC Medical Center in Biddeford at 207-294-5700

SMHC Medical Center in Sanford at 207-490-7356

A form will need to be completed and signed for us to release your records.

When you are admitted to the hospital, the forms you are asked to sign allow SMHC to give information about your care to your insurance company, if they ask for it.

Your healthcare information is strictly private and will not be given without your prior approval. In an emergency situation, we may, however, give information necessary for the purposes of diagnosis, treatment or care to another healthcare provider or healthcare facility.

For information about your privacy rights, please see our Notice of Privacy Practices.

Financial Responsibilities

PAYMENT PROCEDURES

Our goal is to make the billing and payment process as easy for you as possible. Here are answers to several of the most frequently asked questions patients have about their bills.

Will SMHC bill my insurance?

Yes, we will be happy to bill your insurance provider for you. If we need more information, we will contact you. If your insurance company asks you for more information, please respond as quickly as you can. **Please note that your patient billing statement will come from MaineHealth Patient Financial Services and will include consolidated charges from your MaineHealth providers.**

When will I get my bill?

You will not receive a bill from SMHC until after your insurance provider has looked at your claim and paid SMHC what your insurance plan will cover. They will also let us know how much you owe at this time. You will receive a statement every month for any account that has not been completely paid. If you would like a statement with a detailed list of charges, please contact the Patient Financial Services at 207-887-5100 or toll-free at 866-804-2499.

What is included in my inpatient room charge?

The inpatient room charge includes professional nursing care, meals, permanent medical record services, housekeeping, laundry, maintenance, social services and discharge planning.

Other charges that might be on the bill include diagnostic services (x-ray, lab tests, etc.), medical supplies, medications, surgical procedures, therapy services (physical therapy, occupational therapy, respiratory therapy, etc.) or emergency services.

Are my doctor's charges included in my bill?

Your consolidated bill will include the charges for providers that are employed by SMHC such as the Emergency Department doctor, SMHC-employed hospitalist and SMHC-employed nurse anesthetist (CRNA) charges. Radiologist, pathologist and anesthesiologist charges are NOT included on your hospital bill. These professionals will send you a separate bill for their services. Charges from your personal doctor or surgeon will also be included on the consolidated statement if he/she is employed by SMHC.

What does SMHC charge for procedures and services?

In accordance with Maine law, SMHC is committed to providing consumers of healthcare services with pricing information so they may better anticipate and understand their financial responsibilities and be able to make informed healthcare decisions. Our Patient Financial Services team can provide pricing estimates/quotes and packaged pricing for pre-scheduled services.

To request pricing information, please call the Patient Financial Services team at 207-887-5100 or toll-free at 866-804-2499, Monday through Thursday from 8 am to 6 pm, and Friday from 8 am to 5 pm. Please be prepared to provide the CPT code/s for scheduled services you want pricing information for. Your doctor's office can provide you with CPT codes for services.

You may also get payment information related to common medical procedures for insured patients or estimated charges for uninsured patients by visiting the Maine HealthCost website at <http://www.comparemaine.org>.

Where can I pay my bill?

There are several options for paying your bill.

1. You can pay your bill online at www.smhc.org by clicking the "Pay My Bill" link.
2. You can mail your payment to the address on your bill.
3. You can mail your check, money order or credit card information to:

MaineHealth
Patient Financial Services
PO Box 16021
Lewiston, ME 04243-9501

Please be sure to put your account number or invoice number on the check, and include your invoice stub, if possible.

You can reach the Patient Financial Services department at 207-887-5100 or toll-free at 866-804-2499, Monday through Thursday from 8 am to 6 pm and Friday from 8 am to 5 pm. After hours, on weekends, or holidays, you can leave a voice mail message, and we will return your call as soon as possible on the next business day.

If you would like to pay your bill in person, please stop by the Cashier's Office located on the first floor of both medical centers. Our cashier hours are Monday through Friday from 8 am to 4 pm, except for some holidays. For your convenience, we accept Visa, MasterCard, Discover and American Express.

What if I cannot pay my bill?

If you are unable to pay your bill in full, please contact the Patient Financial Services department at 207-887-5100 or toll-free at 866-804-2499 to discuss your options. We can work with you to set up a payment plan, or you may be eligible for financial assistance based on family size and household income.