



Pen Bay Medical Center

MaineHealth

PATIENT RIGHTS

At Pen Bay Medical Center, you have the right to:

- polite & respectful care
- personal dignity
- safe, skilled caregivers
- expect your pain will be managed and controlled
- be informed about advance directives and request resources for assistance to formulate an advance directive
- know the name of the doctor taking care of you
- have your cultural, psychological, spiritual, personal beliefs & preferences respected
- be informed about your diagnosis and involved in decisions about your care, treatment and services
- accept or refuse medical or surgical treatment in accordance with law & regulation
- a review of your care and have access to copies of your medical record
- be free from mental, physical, sexual & verbal abuse, neglect & exploitation
- privacy, confidentiality, dignity, settlement of your complaints, fair billing practices and clear communication
- access protective & advocacy services
- be informed if the hospital takes part or does research that would affect your care or treatment and the right to refuse to be involved

PATIENT RESPONSIBILITIES

At Pen Bay Medical Center, patients, guardian(s) or responsible caregivers and families have the responsibility to:

- provide complete and correct information, to the best of your knowledge
- follow hospital rules that affect patient care
- follow the treatment plan and instructions
- report if you do not understand the plan of care, information given to you or what is expected of you
- report changes in your health or illness to a healthcare worker
- keep appointments and notify a health worker if unable to do so for any reason
- accept the outcome of your actions should you refuse treatment or refuse to follow instructions
- ensure your healthcare is paid for as soon as you are able
- respect the rights of other patients and healthcare workers
- assist in control of noise, smoking and the number of visitors
- respect the property of other persons and the hospital

If you have questions or quality or safety concerns, call the Quality & Safety Department at 207-921-8491. Concerns may also be addressed by calling the Maine State Division of Licensing and Certification at 207-624-5443.



The Joint Commission is an independent, not-for-profit, national body that oversees the safety and quality of health care and other services provided in accredited organizations. Information about accredited organizations may be provided directly to the Joint Commission at 1-800-994-6610. Information regarding accreditation and the accreditation performance of individual organizations can be obtained through the Joint Commission's website at www.jointcommission.org.