

## MUSC Medical Center Patient rights and responsibilities

Our mission at MUSC Medical Center is to improve health and maximize quality of life through education, research and patient care. MUSC Medical Center continuously strives for excellence in all that we do. We are **“Changing what’s Possible”** through Compassion, Teamwork, Diversity, Accountability, and Innovation.

Our patients have the right to considerate, respectful care regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identify or expression. Within the scope of our mission and services, MUSC Medical Center respects and supports your right to impartial access to treatment consistent with relevant laws and regulations and medically indicated. When MUSC Medical Center cannot provide needed services you will be fully informed and/or transferred to another organization. As part of our teaching mission, residents and students may participate in your care along with your attending physician, registered nurses and other caregivers. Please speak with your nurse or doctor if you have any concerns.

MUSC Medical Center provides Patient Rights and Responsibilities information to each inpatient and outpatient, and/or family, patient Representative/Spokesperson or legal guardian.

### **Patient Rights**

- 1. Personal Representative/Spokesperson:** You have a right to choose a Representative/Spokesperson. This individual does not have to be a blood relative. Your Representative/Spokesperson has full visitation rights and should be involved in your plan of care.
- 2. Visitation:** You have the right to choose your family members including, but not limited to a spouse, domestic partner, same-sex partner, other family members, or friends. You have the right to receive visitation from these family members and other guests during your hospital stay. Your Family has 24 hour access to you. Your family and personal physician will be notified of admission within a reasonable amount of time.
- 3. Communication:** You have the right to communication that you can understand. You will be provided with sign or foreign language interpreters as needed at no cost. Information will be provided appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you will receive assistance to ensure your needs are met.
- 4. Personal Privacy:** You have a right to be interviewed and examined in surroundings designed to assure reasonable auditory and visual privacy. You may have an adult person of your own sex present during treatment performed by a health care professional of the opposite sex. Individuals not directly involved in your care or in the education of health care professionals will not be present during the examination or treatment without your informed consent. You may request to transfer to another room if another patient/visitor in the room is unreasonably disturbing you.
- 5. Restraint and Seclusion:** You have a right to be free of any form of restraints, physical or chemical that is not medically necessary.
- 6. Cultural and Spiritual Values:** You have a right for your psychosocial, cultural and spiritual beliefs and values to be respected and considered in your care. You may wear appropriate clothing and religious or other symbolic items as long as these do not interfere with other patients or with diagnostic procedures and/or treatment. Chaplaincy Services are available 24/7. Ask your nurse to contact a chaplain or ask for a chaplain through the page operator, 843-792-2123. If you would like your name on a list for possible

visitation by a clergy from your denomination, you may make your request through the Chaplain's Office, 843-792-9464.

- 7. Photographs, Filming, or Recording:** You have a right to refuse photographs, filming or recording of your care. You may request such action(s) stop at any time during the process even if prior consent was given. No photographs, filming or recording will be permitted if it is determined by the MUSC Health care team to interfere with your care, is disruptive or if such photographs, filming or recording infringes on the privacy of other patients, family members, visitors or MUSC Health care team members. No photographs, filming or recording is permitted of MUSC Health care team members without their express prior verbal agreement. Any person found to be in violation of this provision will be asked to stop such unauthorized photography, filming or recording and may be asked to leave the premises.
- 8. Safety and Security:** You have a right to personal safety within MUSC Medical Center. Security personnel are available to assist patients, families, visitors and personnel. MUSC Medical Center seeks to reduce or eliminate risk of illness or injury to you in the hospital environment. Locked storage areas are available for to secure your personal items; however, you are encouraged upon admission not to store valuables on hospital premises.
- 9. Advance Directives:** You have a right to the formulation and use of advance directives and to facilitate designation of surrogate decision maker. The provision of care is not conditioned on the existence of an advance directive.
- 10. Explanation of Medical Care:** You have a right to be provided with a clear, concise explanation of your condition and of all proposed technical procedures, any risk of mortality or serious side effects, problems related to recuperation, and probability of success.
- 11. Medical Decisions/Consultations:** You have a right to make decisions concerning your care. Your guardian, next of kin, or a legally authorized representative has the right to exercise, to the extent permitted by the law, the rights delineated on your behalf if you have been judged incompetent in accordance with the law, if two physicians have determined that you are unable to understanding the proposed treatment or procedure, alternatives to the proposed interventions, and/or you are unable to communicate your wishes, or if you are a minor. You have a right for your attending physician to obtain consultations on your medical care
- 12. Discharge Planning:** You have a right to request a discharge planning evaluation.
- 13. Pain Management:** You have the right to an appropriate assessment and management of pain as well as the right to education regarding the management of pain.
- 14. Refuse Care:** You have a right to refuse care, treatment or services according to South Carolina laws. You will be informed of the medical consequences of refusal of medical care or treatment. Should treatment be refused, you assume responsibility for the result of your decision.
- 15. Protective Services/Freedom from Abuse:** You have a right to access protective services, information and assistance. You have a right to be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation from staff, visitors, students, volunteers, other patients, or family members.
- 16. Dying with Dignity:** You have a right for all primary and secondary symptoms, which may respond to treatment, to be treated. Pain is effectively managed in the dying patient with consideration of the will of the patient. MUSC Medical Center Staff acknowledge your psychosocial and spiritual concerns regarding death and dying. Counseling, Hospice and other support services are offered through MUSC Medical Center sources or appropriate outside sources.
- 17. Ethical Consideration:** You have a right to diversity of care givers, health care professionals and administrative and community request consult from the Ethics Consultation Service which responds to requests from patients and/or clinicians for consultation in clinical situations which have strong ethical components. The Ethics Consultation Service is available 24 hours per day every day (call 792-2123).

- 18. Confidentiality:** You have a right to refuse to talk with or see anyone not officially connected with MUSC Medical Center, including visitors, or persons officially connected with the Medical Center but not directly involved in your care. Exceptions are cases pursuant to a valid court order, subpoena, or other legal process. Your medical record is read only by individuals directly involved in your treatment, in the education of health care professionals, in the monitoring of the quality of care, or in furtherance of Medical Center operations. Any other individual may have access to your medical record with your written authorization or that of your legal representative, as required by law, through court order or subpoena.
- 19. Identity of Caregivers:** You have the right to know the identity and professional status of individuals providing service to you and to know which physician or other practitioner is primarily responsible for your care. You may speak with your attending physician at any time by contacting the hospital operator, the nurse manager, or by asking any member of the healthcare team. You have a right to know of the existence of any professional relationship among individuals who are treating you, as well as the relationship to any other health care or educational institution involved in your care that might suggest a conflict of interest.
- 20. Access to Information:** You have a right to complete and current information concerning your diagnosis, treatment, any known prognosis, outcomes of care, including unanticipated outcomes of care. This includes full and complete access to your medical record. Regardless of the source of payment for your care, you may request and receive an itemized and detailed explanation of your total bill for services rendered. To the extent possible, you are notified in a timely manner prior to termination of your eligibility for reimbursement by any third-party payor for the cost of your care.
- 21. Investigational Studies/Research Subjects:** You have the right to refuse to participate in any investigational/research activity or to withdraw at any time. This decision does not affect the provision of health care to you. You will receive information regarding the study which enables you to make fully informed decisions. This information describes expected benefits, potential discomforts, and risks and alternatives that might help you.
- 22. Disclosures:** You have the right to access, request amendments to, and receive an accounting of all disclosures regarding your health information as permitted by law.
- 23. Comments, Concerns, Complaints, and Grievances:** You/your family have a right to voice comments, concerns, complaints, or grievances regarding your care. We want to hear from you, so please talk with your doctor, nurse or contact **MUSC Medical Center's Patient and Family Centered Care Department** (by phone 1-843-792-5555; email [ptfamilia@musc.edu](mailto:ptfamilia@musc.edu); or mail to 171 Ashley Avenue, Room 279, Charleston, SC 29425). We have a process for prompt resolution of patient concerns and details are provided to each patient. Voicing a concern, complaint, or grievance will result in a timely review, response and, when possible, resolution. Voicing concerns will not affect future care received at the Medical Center.

**If we are unable to resolve your concerns, you may contact the below agencies:**

- S.C. Dept. of Health and Environmental Control (DHEC) at 1-800-922-6735
- Carolinas Center for Medical Excellence (Medicaid & Medicare only) at 1-800-922-3089
- The Joint Commission at [www.jointcommission.org](http://www.jointcommission.org), using the "Report a Patient Safety Event" link in the "Action Center"; fax to 630-792-5636; or mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Blvd., Oakbrooks Terrace, IL 60181.

## ***Patient Responsibilities***

- 1. Provide Information:** You are responsible for providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health including present complaints, past illnesses, surgeries, hospitalizations, medication including over the counter and herbals report whether you clearly understand the proposed course of treatment and your responsibilities in such.

2. **Ask Questions:** You are responsible for asking questions when you do not understand what you have been told about your care or what you are expected to do.
3. **Follow Instructions:** You are responsible for following the treatment plan mutually agreed upon by you, the physicians, and other clinicians involved in your care. You are expected to remain on the inpatient clinical unit. If you refuse to follow instructions regarding leaving the unit, you assume all risk associated with that action.
4. **Refuse Treatment/Accepting Consequences:** You are responsible for your actions and the outcomes of those actions if you refuse treatment or do not follow the agreed upon treatment plan.
5. **Medical Center Charges:** You are responsible for assuring that the financial obligations of your health care are fulfilled as promptly as possible.
6. **MUSC Medical Center Rules and Regulations:** You are responsible for following MUSC Medical Center rules and regulations affecting your care and conduct.
7. **Respect and Consideration:** You are responsible for being respectful of the property and privacy of others and of the MUSC Medical Center and its employees and shall conduct yourself accordingly. Threatening behaviors and harassing communications towards MUSC Care Team members are not tolerated. Any such communications may result in the restriction of your ability to communicate with providers in My Chart and or result in you being terminated from care at MUSC Health.
8. **No Smoking:** You are responsible for complying with MUSC Medical Center's ban on smoking.