Patient Rights and Responsibilities

Patient Responsibilities

Patients receiving services at St. Elizabeth Healthcare have the responsibility to:

- Provide, to the best of their knowledge, accurate and complete information about matters relating to their health.
- Provide necessary financial information to assure accurate billing and meet financial commitments.
- Actively participate in developing and carrying out the plan of care, including asking questions about the plan of care or information or instructions not understood.
- Report unexpected changes in their condition to their physician and other health care providers.
- Follow instructions, policies, rules, and regulations in place to support quality care for patients and a safe environment for all individuals.
- Be considerate and respectful of other patients and staff.
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff and practitioners.

Patient Rights

Patients receiving services at St. Elizabeth Healthcare have the right to:

1. Receive support and protection of fundamental human, civil and legal rights.
2. Receive impartial access to care, regardless of race, creed, national origin, religion, sex, (including pregnancy, related medical conditions, gender identity or expression, and sex stereotypes), ethnicity, age, handicap, language, or socioeconomic status.
3. Receive respect for the dignity of life from conception to natural death.
4. Receive considerate and respectful health care services within our capabilities, regardless of ability to pay.
5. Religious and spiritual services and to exercise cultural and spiritual beliefs provided they do not harm others or do not interfere with the medical care or wellbeing of others.
6. Be involved in all aspects of their care, including withholding resuscitation services, and forgoing or withdrawing life-sustaining treatment.
7. Receive information from their physicians about the nature, purpose, anticipated outcomes, substantial risks and acceptable alternatives of any diagnostic and treatment procedures.
8. Receive information about the nature of any unanticipated outcomes, should any occur.
9. Give informed consent and participate in decisions regarding care, treatment, and services including the right to have his or her physician promptly notified of admission to the hospital.
10. Refuse treatment to the extent permitted by law and to be informed about the consequences of such actions.
11. Be informed of realistic care alternatives when facility care is no longer appropriate.
12. Received reasonable continuity of care.

13. Have an emergency contact person and the patient's treating physician notified promptly of the patient's admission to St. Elizabeth Healthcare.
14. Involve the patient's family or support person in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker, in accordance with law and regulation.
15. In accordance with applicable laws, designate a surrogate decision-maker to make medical choices for the patient in case the patient later should become incapable of understanding a proposed treatment or procedure or otherwise should become unable to communicate wishes regarding their care. The surrogate decision-maker will be provided information about the outcomes of care, treatment, and services and unanticipated outcomes.
16. Have access to visitors, mail, and telephone. If there is a need for communication restrictions, the patient has the right to be informed of the reasons, participate in the decision, and have the restriction evaluated for therapeutic effectiveness.
17. Maintain an environment where reasonable and appropriate efforts are made to protect personal privacy, preserve dignity, and contribute to a positive self-image.
18. Receive access to protective services and advocacy services.
19. Maintain confidentiality of personal health information, including financial and medical records, in accordance with applicable laws. Inspect and request a copy of medical information used to make decisions another their care and have the information explained and interpreted as appropriate within a reasonable period of time, in accordance with applicable laws.
20. Request access to inspect or obtain a copy, request amendment to, and request an accounting of disclosures of his or her health information, in accordance with law and regulation.
21. Receive a statement of charges for services provided and receive answers to any questions.
22. Know the relationship of the facility providing care with other healthcare providers, educational institutions, and payers, as it pertains to their care.
23. Have access to information in a manner tailored to the patient's age, language, and ability to understand. This includes providing interpreter/translating services and information that meets the patient's needs for those vision, speech, hearing or cognitive impaired.
24. Voice complaints, grievances, and concerns and/or recommend changes freely without being subject to coercion, discrimination, reprisal, or unreasonable interruption in care, to the department where services are being rendered. Ask to speak to the immediate caregiver, department manager or director, nursing supervisor, or contact a patient representative at 859-301-5581 (Edgewood) or 859-572-3126 (Ft. Thomas) or 859-212-5291 (Florence), or (812) 496-7349 (Dearborn).
25. File a grievance with the Division of Health Care Facilities and Services regardless of whether they use St. Elizabeth Healthcare's grievance process. The Kentucky state's division's phone number and address is:
    Office of the Inspector General
    Division of Health Care Facilities and Service
    P.O. Box # 12250 Lexington, KY 40582-2250
    Phone: (859) 246-2301.
26. File a grievance with the Indiana Department of Health regardless of whether they use St. Elizabeth's grievance process. The Indiana Department of Health contact information is:
    Indiana Department of Health
    2 N. Meridian St.
    Indianapolis, IN 46204
    Phone (317) 233-7241 or (800) 246-8909

27. Contact the Joint Commission regardless of whether they use St. Elizabeth Healthcare's grievance process for care received at the Edgewood, Florence, or Ft Thomas campuses. The Joint Commission's contact information is:
    Phone: 1-800-994-6610
    Email: Complaint@jointcommission.org
28. Contact the Accreditation Commission for Healthcare regardless of whether they use the St. Elizabeth Healthcare's grievance process for care received at the Dearborn campus. The Accreditation Commission for Healthcare's contact information is:
    Phone: (855) 937-2242
    Email: complaints@achc.org
29. Be informed of the identify of individuals primarily responsible for providing care, treatment, and service.
30. Receive full disclosure (expected benefits, potential discomforts and risks, alternatives, procedures to be followed) and give informed consent if the hospital proposes to engage in, or perform human experimentation affecting care or treatment, and have the right to refuse to participate in such research projects and know that their refusal will not compromise their access to services.
31. Consult with a representative of the Ethics Committee regarding ethical medical decisions.
32. Be free from unwarranted or unreasonable use of restraint or seclusion.
33. Be free from all forms of abuse, neglect, exploitation, or harassment.
34. Formulate advance directives and have them followed.
35. Receive appropriate assessment and management of pain.
36. Identify support person(s) whom the patient designates including, but not limited to, a spouse, domestic partner (including a same-sex domestic partner), another family member, or a friend to be present with the patient for emotional support during the course of stay. The presence of a support person of the patient's choice is allowed, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. (Refer to the Visitation of Patients policy.)
37. Give or withhold informed consent to produce or use recordings, films, or other images of the patient for purposes other than his or her care. (Refer to Videotaping/Photographing policy.)
38. Keep and use personal clothing and possessions unless this infringes on others' rights or is medically or therapeutically contraindicated.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

English: SEH provides language assistance services and appropriate auxiliary aids, including electronic and written translated documents and oral interpretation, free of charge and in a timely manner, when such services are needed to provide meaningful access to an individual with limited English proficiency.

يةال عرب (Arabic): قدم مستشفى St. Elizabeth Healthcare خدمات المساعدة اللغوية ووسائل الإعانة المناسبة، بما في ذلك خدمات ترجمة الوثائق الإلكترونية والمكتوبة وخدمات الترجمة الفورية الشفهية، مجانًا وفي الوقت المناسب، عند الحاجة إلى مثل هذه الخدمات لتوفير إمكانية الوصول المجدية للأفراد ذوي إجادة محدودة في اللغة الإنجليزية.

မြန်မာ(Burmese): St. Elizabeth Healthcare သည် အင်္ဂလိပ်ဘာသာစကားကျွမ်းကျင်မှုအားနည်းသော ပုဂ္ဂိုလ်အား အပြည့်အဝ ဝန်ဆောင်မှုရယူသုံးစွဲခွင့် ပံ့ပိုးပေးရာတွင် ဘာသာစကားအကူအညီဝန်ဆောင်မှုများကိုသာမက ဘာသာပြန်ဆိုထားသော အီလက်ထရောနစ်နှင့် လက်ရေးစာရွက်စာတမ်းများ၊ နှုတ်ဖြင့် စကားပြန်များအပါအဝင် သင့်လျော်သည့် အထောက်အကူပြု ဝန်ဆောင်မှုများကို လိုအပ်ပါက အချိန်နှင့်တစ်ပြေးညီ အခမဲ့ ပံ့ပိုးပေးသည်။

繁體中文 (Chinese): St. Elizabeth Healthcare 提供免费且及时的语言援助服务和适当的辅助设备，包括书面翻译电子文件和口译服务，以便与英语能力有限人士进行有效沟通。

Cushite Oroomiffa (Oromo): St. Elizabeth Healthcare tajaajila gargaarsa afaanii fi deeggersa meeshaalee dhageettii, dubbii fi arguu barbaachisoo ta'an, sanadoota elektirooniksii fi barreeffamaan hiikamanii fi turjumaana afaanii dabalatee, kaffaltii malee fi yerootti tajaajilli akkasii barbaachisutti, nama dandeettii Ingiliffaa murtaa'aa qabu tokkoof dhaqqabamummaa hiika qabu ni kenna.

Nederlands (Dutch): St. Elizabeth Healthcare biedt gratis en tijdig taalondersteuning en passende hulp, waaronder elektronische en schriftelijke vertaling van documenten en een tolk, wanneer dergelijke diensten nodig zijn om de toegankelijkheid tot de zorg te verbeteren voor personen met een beperkte Engelse taalvaardigheid.

Deitsch (Pennsylvania Dutch): St. Elizabeth Healthcare dutt Lei helfe as Druwwel hen fer Englisch verschteh. Sell meent, sie kenne em Copies uff der Computer odder uff Babier griege vun Documents in Englisch as in differnti Schprooche getranslate sin. Sie kenne aa en Interpreter beigriege wammer Hilf braucht fer schwetze mit ebber in Englisch. Des alles duhn sie unni as es em ennich ebbes koscht, un gschwind.

Français (French): St. Elizabeth Healthcare fournit des services d'assistance linguistique et des aides auxiliaires appropriées, y compris des documents électroniques et écrits traduits et une interprétation orale, gratuitement et en temps opportun, lorsque ces services sont nécessaires pour fournir un accès important à une personne dont la maîtrise de l'anglais est limitée.

Deutsch (German): St. Elizabeth Healthcare bietet kostenlos und zeitnah Sprachmittlungsdienste und entsprechende Hilfsmittel an, wie die schriftliche Übersetzung von Dokumenten im elektronischen und Papierformat sowie mündliche Dolmetscherdienste. Auf diese Weise soll Personen mit eingeschränkten Englischkenntnissen ein ungehinderter Informationszugang ermöglicht werden.

ह िं दी (Hindi): अंग्रेज़ी का बहुत ज़्यादा ज्ञान न रखने वाले व्यक्तियों को सार्थक ऐक्सेस देने करने के लिए, St. Elizabeth Healthcare ज़रूरी होने पर, निःशुल्क और सही समय पर भाषा सहायता सेवाएँ और उपयुक्त सहायक उपकरण प्रदान करता है, जिसमें इलेक्ट्रॉनिक और लिखित अनुवादित दस्तावेज़ और मौखिक व्याख्या शामिल हैं।

日本語 (Japanese): St. Elizabeth Healthcare　は、英語が苦手な人に意味あるアクセスを提供するために、電子的および書面による翻訳文書や口頭通訳を含む言語支援サービス及び適切な補助手段を、無料で適時に提供いたします。

Kinyarwanda (Kirundi): St. Elizabeth Healthcare irungika serevise z'ugufasha ururimi n'imfashanyo z'abantu bafise ingorane mu kwumva, harimwo n'inyandiko z'ivy'ubuhinga bwa none n'uguhindura inyandiko yanditse n'ugusemura amajambo, ku buntu kandi mu buryo bubereye, mu kiringo izo serevise zikenewe kugira umuntu atazi neza icongereza ashobore kuronka izo serivisi azitahura neza.

한국어 (Korean): St. Elizabeth Healthcare 는 영어 능력이 제한된 개인에게 의미 있는 접근성을 제공하기 위해 이러한 서비스가 필요할 때 무료로 적시에 전자 및 서면 번역 문서와 구두 통역을 포함한 언어 지원 서비스와 적절한 보조 도구를 제공합니다.

नेपाली (Nepali): St. Elizabeth Healthcare ले सीमित अङ्ग्रेजी प्रविणता भएका व्यक्तिलाई अर्थपूर्ण पहुँच उपलब्ध गराउन आवश्यक हुँदा निःशुल्क रूपमा र समयमै विद्युतीय र लिखित अनुवादित कागजात र मौखिक अनुवादहरू लगायतका भाषासम्बन्धी सहायता सेवा तथा उपयुक्त सहायक सामग्रीहरू उपलब्ध गराउँछ।

ਪੰਜਾਬੀ (Punjabi): St. Elizabeth Healthcare ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਅਤੇ ਉਚਿਤ ਸਹਾਇਕ ਉਪਕਰਣ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ, ਜਿਸ ਵਿੱਚ ਇਲੈਕਟ੍ਰਾਨਿਕ ਅਤੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਕੀਤੇ ਦਸਤਾਵੇਜ਼ ਅਤੇ ਮੌਖਿਕ ਵਿਆਖਿਆ ਸ਼ਾਮਲ ਹਨ, ਮੁਫ਼ਤ ਅਤੇ ਸਮੇਂ ਸਿਰ, ਜਦੋਂ ਅਜਿਹੀਆਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਸੀਮਤ ਅੰਗਰੇਜ਼ੀ ਮੁਹਾਰਤ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ ਅਰਥਪੂਰਨ ਪਹੁੰਚ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਹੁੰਦੀ ਹੈ।

Русский (Russian): В больнице St. Elizabeth Healthcare бесплатно и своевременно предоставляются языковые услуги и другая помощь (в том числе услуги электронного, письменного и устного перевода), когда это необходимо, чтобы обеспечить полноценный доступ для лиц с ограниченным знанием английского языка.

Srpsko-hrvatski (Serbo-Croatian): St. Elizabeth Healthcare pruža usluge jezičke pomoći i odgovarajuća pomoćna pomagala, uključujući elektronske i pismene prevedene dokumente i usmeni prevod, besplatno i blagovremeno, kada su takve usluge potrebne da bi se obezbedio smislen pristup osobi sa ograničenim znanjem engleskog jezika.

Español (Spanish): St. Elizabeth Healthcare proporciona servicios de asistencia lingüística y ayudas auxiliares adecuadas, incluidos documentos electrónicos y escritos traducidos e interpretación oral, gratuita y oportunamente, cuando dichos servicios son necesarios para proporcionar un acceso significativo a una persona con dominio limitado del inglés.

Tagalog (Tagalog): Nagbibigay ang St. Elizabeth Healthcare ng mga serbisyo ng tulong sa wika at naaangkop na mga auxiliary na tulong, kabilang ang mga electronic at nakasulat na mga isinaling dokumento at pasalitang interpretasyon, nang walang bayad at sa napapanahong paraan, kapag ang mga naturang serbisyo ay kinakailangan para magbigay ng makabuluhang pag-access sa isang indibidwal na limitado ang kahusayan sa Ingles.

Tiếng Việt (Vietnamese): St. Elizabeth Healthcare cung cấp dịch vụ hỗ trợ ngôn ngữ và các phương tiện hỗ trợ phù hợp, bao gồm tài liệu dịch điện tử và văn bản cùng dịch vụ thông dịch, tất cả đều miễn phí và kịp thời khi các dịch vụ đó cần thiết cho cá nhân có trình độ Tiếng Anh hạn chế.