



Waldo County General Hospital
MaineHealth

Patient Rights & Responsibilities

Waldo County General Hospital believes each patient deserves safe, quality medical treatment and compassionate care. The listed rights and responsibilities support our commitment to this belief.

As a patient or legal patient representative, you have a right to:

- Confidentiality and privacy
- Considerate, respectful care
- Communicate with family members or friends
- Have visitors who enjoy full and equal visitation privileges
- Receive the visitors whom you designate, including, but not limited to, a spouse, a domestic partner, another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
- The names and roles of people providing care
- Information about your diagnosis, treatment and prognosis
- Assist to plan your care and treatment
- Information and treatment for pain management
- Consent to or refuse treatment; consent to or refuse to participate in research
- Information about transfer and continuity of care
- Information on other care choices when inpatient hospitalization is no longer appropriate
- Be free from restraint or seclusion when used as coercion, discipline or convenience
- Ask for a consultation
- Have an Advance Directive
- Review the medical record and obtain a copy, if desired, in a reasonable time-frame
- Be notified of hospital relationships with other health care agencies providing your care
- Request an itemized statement on hospital charges and information on payment methods
- Not be charged for treatment for serious harm resulting from preventable mistakes and adverse events as defined by state law
- Be notified of non-coverage of services
- File a grievance with the hospital or state on a patient care complaint and have the complaint heard and addressed in a timely manner

As a patient or legal patient representative, you have a responsibility to:

- Give care providers accurate health information
- Ask questions when an instruction or information is not understood
- Participate in treatment decisions including pain management
- Respect the privacy and rights of other patient
- Respect care providers, equipment and facilities
- Provide accurate insurance information and arrange payment for care when needed
- Accept responsibility for outcomes when refusing treatment
- Accept responsibility for lifestyle choices in conflict with recommended treatment
- Inform administration about concerns
- Share ideas for improvement of care
- Provide the hospital with a copy of your Advance Directive
- Accept that the hospital is not required to fulfill your request for a treatment or service if the responsible practitioner does not deem it to be medically necessary or appropriate.

Patients are informed of their rights when they access services. If a patient is unable to read, hear or speak English, alternative methods of communication will be arranged. A patient with a question or concern may call the call the Quality & Safety Department at 207-301-8491. The Hospital's toll-free number is 1-800-649-2536.

Concerns may also be reported by calling the Dept. of Health and Human Services (DHHS) Division of Licensing and Regulatory Services at 1-800-791-4080 or by writing to:

DHHS Division of Licensing and Regulatory Services
41 Anthony Avenue, # 11 SHS, Augusta, ME 04333-0011