



PATIENT RIGHTS AND RESPONSIBILITIES

Avera 

St. Mary's Hospital

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Pierre, SD 57501

605-224-3100

Avera.org/stmarys

KNOW YOUR
RIGHTS AND RESPONSIBILITIES

We are dedicated to providing you with the best possible physical, spiritual and emotional care. As part of this commitment to quality, we want to make sure you are treated with dignity and respect, and that you are given all the information you need to understand your condition and make decisions about your treatment. These components of care are known as your patient rights.

In addition, you as a patient have responsibilities that can help us work together to ensure you receive quality care. Please take time to read about your patient rights and responsibilities. Your health care professionals are available to answer any questions you may have.

YOUR RIGHTS AS A PATIENT

1. Respectful care

You have the right to be treated with dignity, compassion and respect. You have the right to care that takes into account the social, spiritual and cultural matters that have an effect on you. Your race, religion, sex or ability to pay will not affect the care you receive.

2. Complete information

You have the right to and are encouraged to obtain from your doctor complete and current information about your diagnosis, treatment and treatment outcomes in words you can understand. You have the right to know the names and roles of the professionals taking care of you. You have the right to know when something is unanticipated with your care.

3. Care decisions

You have the right to participate in making decisions about the medical care you receive. Others may be included in care decisions, but you have the right to agree to or refuse treatment as permitted by law and hospital policy, and to know the risks and benefits of your actions. If you refuse a suggested treatment, you will receive other care and services as needed. The hospital will make every attempt to provide you with care based on the seriousness of your illness and the hospital's ability to treat you. You can expect to be told about care alternatives when hospital care is no longer appropriate.

When medically proper and legally permitted, or on your request, you may be transferred to another facility. Upon your request, you have the right to have a family member or representative and your own doctor notified promptly on your admission to the hospital.

4. Restraints

You have the right to be treated in the least restricting way that preserves your safety and that of other patients and staff. This means that you will be free from physical restraints and excessive medications unless necessary for the protection of your health or safety.

5. Pain management

You have the right to receive information about pain and pain relief measures. You can expect staff commitment to pain management and health professionals who respond to your reports of pain. You

can expect that your reports of pain will be believed and that pain management will be provided.

6. Advance directive

You have the right to have an advance directive such as a living will, health care proxy or durable power of attorney for health care. You have the right to have hospital staff and other health care providers in the hospital act in accordance with these directives. These documents state your wishes about treatment or name someone to decide for you if you are unable to do so.

Avera St. Mary's Hospital will honor the intent of your advance directive to the extent permitted by law and hospital policy. Avera St. Mary's Hospital, a Catholic Health Care Institution, adopts and adheres to the Ethical and Religious Directives for Catholic Health Care Services. Advance directives will be honored in every way possible as long as they do not conflict with the religious directives. If the advance directive conflicts with the Ethical and Religious Directive for Catholic Health Care, the hospital will work with you and your family to discuss options of transferring to another facility that would meet the request.

If you want additional information or wish to create, review or revise an advance directive, you may contact social services or spiritual care.

In the absence of an advance directive and you are incapacitated or otherwise unable to communicate your wishes, health care decisions may be made by the following members of your family who are available to consent, in the order stated:

1. Spouse, (if not legally separated) as recognized by the State of South Dakota
2. Adult child
3. Parent
4. Adult sibling
5. Grandparent or adult grandchild
6. Adult aunt or uncle, adult cousin, adult niece or nephew
7. Close friend

7. Patient needs

- **Privacy:** You have the right to every consideration of privacy. All parts of your medical care, examination and treatment will be conducted so as to protect your privacy.
- **Confidentiality:** You have the right to expect that all communications and records related to your care will be treated as confidential by the hospital, except when reporting is permitted or required by law.
- **Security:** You have the right to have all care and treatments provided to you in a safe and secure area.
- **Communication:** You have the right to expect unrestricted access to communication. When it is necessary to restrict visitors, mail, telephone calls or other forms of communication as a part of your care, you have the right to be included in any such decision. You have the right to expect any communication to be given in a language you can understand.

8. Review records

You have the right to review the records related to your medical care and to have the information explained or interpreted as necessary, except when restricted by law. You have the right to access this information within a reasonable time frame. You have the right to request amendments or corrections to your medical record.

9. Business relationships

You have the right to ask about, and be informed of, the existence of business relationships among the hospital, educational institutions, other health care providers or payors that may influence your treatment and care.

10. Research treatment

You have the right to know about research or experimental treatment that your doctor may make available. You have the right to consent to or refuse to participate in proposed research studies or experimental care.

11. Hospital policies

You have the right to be informed of hospital policies and practices that relate to patient care treatment and responsibilities. You have the right to be informed of available resources for resolving problems or questions about quality of care, such as ethics committees or patient representatives. You have the right to expect a timely response to your problem or question. You have a right to be informed of the hospital's charges for services and available payment methods.

12. Visitation

You (or support person) have the right, subject to your consent, to receive the visitors you designate, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend; and you have the right to withdraw or deny such consent at any time. Visitation privileges will not be restricted, limited or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

Some patient care units may have clinically necessary or reasonable restriction of visitation because of patient's condition. You will be advised of specific visitation policies upon arrival to the patient care unit, if applicable.



YOUR RESPONSIBILITIES AS A PATIENT

1. Correct and full information

You are responsible for providing information to health care providers about symptoms, past illnesses, hospitalizations, medications or other pertinent information. You are responsible for informing your health care providers about any changes in your condition. You are responsible to ask questions when you do not understand what you have been told about your care and what you are expected to do.

2. Responsible for your actions

To participate effectively in decision making, you are encouraged to take responsibility for asking questions about your care. You are responsible for following the care, service or treatment plan developed for you. You should express any concerns you have about your ability to follow and comply with the proposed care plan or course of treatment. You are responsible for understanding the consequences of the treatment alternatives and not following the proposed plan. You are responsible for the outcomes if you do not follow the care, service or treatment plan.

3. Pain management

As a patient of this hospital, you are responsible for expressing your expectations regarding pain and pain management and discussing pain relief options with your doctors and nurses. Please work with them to appropriately assess your pain and develop a pain management plan. Ask for pain relief when your pain first begins and tell your doctor or nurse if your pain is not relieved.

4. Advance directive

You are responsible for making sure that the hospital has a copy of your living will and/or durable power of attorney for health care if you have one.

5. Following rules and regulations

You are responsible for following the hospital's rules and regulations concerning patient care and conduct. Please also consider the privacy and rights of others when you have visitors or are using the television, radio or telephone. Patients and their families are responsible to be considerate of the hospital's personnel and property.

6. Payment of bills

You are responsible for providing necessary insurance information and for working with the hospital to make payment arrangements when necessary.

YOUR SAFETY IS IMPORTANT TO US

If you have questions or concerns, please let us know. Your caregivers are your advocates, so they should be the first people involved and we encourage you to ask them questions. Never hesitate to take your concerns to a higher level if you feel it is necessary and voice them to the department director.

Should you have a concern that is unresolved, you have the right to contact:

The Avera St. Mary's Hospital Patient Representative
605-224-3237

South Dakota Department of Health
600 E. Capitol Ave., Pierre, SD 57501
605-773-3361

The Joint Commission
1-800-994-6610 or email complaint@jointcommission.org



TO HELP PREVENT HEALTH CARE ERRORS, PATIENTS ARE URGED TO SPEAK UP

Speak up: If you have questions or concerns, or don't understand what is happening while you are at Avera St. Mary's, please ask your health care provider or one of our helpful staff to assist you. It's your body and you have the right to know.

- Tell the nurse or doctor if you think you are about to receive the wrong medication or treatment.
- Tell the health care professional if you think he or she has confused you with someone else.

Pay attention: Be aware of the care you are receiving. Don't assume anything.

- Your caregiver should confirm your identity before giving you medicine or treatment.
- Tell your nurse or doctor if something doesn't seem right.
- Know what time of day you normally receive a medication. If that doesn't happen, bring it to the attention of your health care provider.

Educate yourself: Learn about your diagnosis, the medical tests you will undergo and your treatment plan.

- Gather information about your condition. Good sources include your doctor, your library, respected websites and support groups. You can access health information at Avera.org/stmarys
- Thoroughly read all medical forms and make sure you understand them before you sign anything. If you don't understand, please ask your doctor or nurse to explain them.

Ask: Request a trusted family member to be your advocate.

- Your advocate can ask questions that you may not think of while you are under stress.
- Your advocate can also help remember answers to questions you have asked and speak up for you if you cannot.

Know: Be aware of what medications you take and why you take them. Medication errors are the most common health care mistakes.

- Inquire about the purpose and side effects of the medication.
- If you don't recognize a medication, ask your caregiver to check it before you accept it.

Use: Only utilize health care services at a hospital or other health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards. Before you leave the hospital, ask about follow-up care and make sure you understand all of the instructions.

Participate: Be involved in all decisions about your treatment. You are the center of the health care team.

- Know who will be taking care of you, how long the treatment will last and how you should feel.
- Remind caregivers to mark the spot of any surgical procedure. This helps your surgeon avoid mistakes. Marking usually happens when you are awake. Sometimes, you cannot be awake for the marking. If this happens, a family member, friend or another health care worker can watch and make sure that your correct body part is marked.

HELP US FIGHT THE SPREAD OF INFECTION

Avoiding contagious diseases like the common cold, strep throat and influenza is important to everyone. Here are five easy things you can do to prevent the spread of infection.

1. Clean your hands

- Use soap and warm water. Rub your hands thoroughly for at least 15 seconds.
- If your hands do not appear dirty, clean them with alcohol-based hand sanitizers. Rub the sanitizer all over your hands, especially under your nails and between your fingers, until your hands are dry.
- Clean your hands before touching or eating food.
- Also clean them after you use the bathroom, take out the trash, change a diaper, visit someone who is ill or play with a pet.

2. Make sure health care providers clean their hands and wear gloves

- Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. Before they treat you, ask them if they've cleaned their hands, if you do not see them do so.
- Health care providers should wear clean gloves when they perform tasks such as taking throat cultures, pulling teeth, taking blood, touching wounds or body fluids and examining your private parts. Don't be afraid to gently remind them to wear gloves.

3. Cover your mouth and nose

- Many diseases are spread through sneezes and coughs. When you sneeze or cough, the germs can travel three feet or more! Cover your mouth and nose to prevent the spread of infection to others.
- Use a tissue! Keep tissues handy at home, at work and in your pocket. Be sure to throw away used tissues and then clean your hands.
- If you don't have a tissue, cover your mouth and nose with the bend of your elbow or hands. If you use your hands, wash them right away.

4. If you are sick, avoid close contact

- If you are sick, stay away from other people. Stay home if you have a fever or diarrhea. Call work or school and tell them you are sick.
- When you go for medical treatment, call ahead and ask if there's anything you can do to avoid infecting people in the waiting room.

5. Get vaccinated to avoid disease and fight the spread of infection

- Making sure your vaccinations are current is important—even for adults. Check with your doctor about shots you may need.

Vaccinations are available to prevent the following diseases:

- Chicken pox
- Tetanus
- Flu
- German measles/rubella
- Mumps
- Hepatitis
- Human papillomavirus (HPV)
- Measles
- Shingles
- Whooping cough
- Pneumonia
- Diphtheria
- Meningitis

6. Help care for your intravenous (IV) line or urinary catheter

- If you have an IV line or urinary catheter, ask if you still need it. Let your doctor or nurse know if the area around these devices becomes tender or sore.
- Make sure your IV insertion site stays covered with a dressing and that the lines do not become disconnected.
- Make sure your urinary catheter stays connected to the bag and hangs below the level of your bladder. Make sure the urinary catheter is secured to your leg with a special device made for this purpose.

7. Be proactive against antibiotic resistance

- Make sure you finish your antibiotics and take them as prescribed. Not doing so may cause your body to develop antibiotic-resistant germs.
- Not all infections require antibiotics. Misuse of antibiotics jeopardizes the usefulness of essential drugs.
- Antibiotics can sometimes cause an infectious diarrhea. Please tell your health care provider if you experience this.

By following these seven methods of preventing infection, you are helping to protect yourself, our employees and other patients in the hospital. Thank you!

REFERENCE:

THE JOINT COMMISSION, A **SpeakUP**[™] SAFETY INITIATIVE.

HELP US REDUCE THE RISK OF FALLING

Like anywhere else, accidental falls may occur. Please help us to help you stay safe.

Several factors may increase your risk of falling, including:

- Unfamiliar surroundings
- Medication
- Not eating or drinking for periods of time
- Tubes or other equipment attached to your body

To keep you as safe as possible, Avera St. Mary's has a fall prevention program. If you are considered at risk of falling, your caregivers will place a yellow falling star sign on the door of your room so all staff members can plan and react accordingly.

There are also some things you can do to prevent falls, including:

- Please use your call light and wait for help to arrive. We are happy to assist you.
- Follow your doctor's orders and/or nurse's instructions regarding whether you must stay in bed or require help when getting up.
- Wear low-heeled shoes or non-skid slippers while walking.
- Sit on the edge of the bed for a short time before standing up. Getting up too quickly may make you feel faint or dizzy.
- Do not use the IV pole or bedside table to lean on. Both have wheels and are not sturdy enough to support you.
- Keep your phone and personal items within reach.
- Turn room lights on before getting up.

IF YOU HAVE QUESTIONS

PLEASE USE THIS SPACE TO MAKE NOTES ABOUT YOUR CARE.

Rapid Response

In emergency situations:

If you are concerned your health care team has not recognized a change in your condition

DIAL 3111
Emergency Line



