

Your Rights, Responsibilities, and Role as a Partner in Your Care

Griffin Health Services Corporation's first concern is caring for patients and restoring them to health. To be most effective, this effort must be a partnership of the healthcare team and the patient, working together in an atmosphere of mutual consideration and respect. The hospitals respect patients' cultural and personal values, beliefs and preferences and their right to privacy, pain management, full information about their care and freedom from unlawful discrimination.

This Bill of Rights and Responsibilities is intended to comply with the requirements of the Joint Commission on the Accreditation of Healthcare Organizations, the AMA and professional association guidance, and the relevant provisions of Connecticut and Federal law, including the provisions of the Medicare Conditions of Participation for Hospitals addressing patients' rights, 42 Code of Federal Regulations Statute 482.13. To achieve and maintain effective health care for all patients, the Board of Directors has adopted the following principles governing patient treatment, safety, concerns and responsibility.

1. A patient has the right to be involved in all aspects of care, including the plan of care. To the extent authorized by a patient, or permitted by law, the patient's family shall participate in decisions concerning care, treatment and discharge. A patient has the right to have a family member or personal representative of the patient's choice and the patient's own physician notified promptly of admission to the hospital.
2. The hospitals will not unlawfully discriminate in providing medical treatment because of age, sex, sexual orientation, gender identity or expression, physical or mental disability, religion, race, national origin, ethnicity or culture, language, socio-economic or financial status. All clinical decision making will be directed by the patient's hospital physician(s), according to medical need.
3. Care shall be provided in a manner that supports a patient's privacy, safety, dignity, individuality, cultural, emotional, spiritual and personal values to the best of our ability. Each patient has the right to be free from all forms of abuse or harassment, including seclusion or restraints that are not medically indicated, or are used as a means of coercion, discipline, convenience or staff retaliation.
4. Each patient or duly authorized personal representative has the right to be informed by the physician and give or refuse to give informed consent prior to the start of those specified, non-emergency, medical procedures or treatments requiring informed consent. The physician should explain to the patient in words the patient understands, specific details about the recommended procedure or treatment, the benefits and risks involved, time required to recovery, and any reasonable alternatives. All patients have the right to be informed about the clinical outcomes, including any clinically significant unanticipated outcomes.
5. The patient has the right to request or refuse treatment, medication and services, including the right to forgo or withdraw life-sustaining treatment or withhold resuscitative services in accordance with the law and regulation once you have been informed of the medical risks of such a decision.
6. The patient has the right to consent or refuse to consent to recordings, films or other images made for external use, and not for diagnosis or treatment purposes.
7. The patient has the right to receive, as soon as possible, translator and interpreter services, if the patient needs one to help communicate with hospital staff and understand their plan of care.
8. Each patient has the right to personal privacy and confidentiality of the patient's medical records. As required by law, the confidentiality of the patient's medical care, source of payment and medical record will be protected by the hospitals.
9. Each patient has the right to be informed of the names and functions of all healthcare professionals providing personal care, except where the healthcare professional's safety may be jeopardized.
10. At a patient's own request and expense, the patient has the right to consult with other physicians.
11. With the approval of the Institutional Review Board, physicians may ask patients to participate in research. A patient may participate in research only if the patient or the patient's personal representative has been fully informed and gives written consent. Each patient also has the right to refuse to participate, and refusal, in no way, jeopardizes the right to access to care, treatment or services unrelated to the research.
12. Each patient is requested to cooperate in the education of physicians, nurses and other healthcare professionals. The teaching program is one Griffin Hospital's greatest strength and allows the hospital to provide round-the-clock supervised medical care to all patients.
13. Each patient has the right to receive a summary of the patient's rights and responsibilities that includes the name and phone number of the hospital representative to whom the patient can address questions or concerns about any possible violation of patient rights. Each patient has the right to voice complaints, to have those complaints reviewed and, when possible, resolved. This may be accomplished by speaking with the patient's physician, nurse or any unit/department manager, or by calling the Office of Patient Safety and Care Improvement at (203) 732-7121 or by writing to: Griffin Hospital, c/o Office of Patient Safety and Care Improvement, 130 Division Street, Derby, CT 06418.

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Patient Responsibilities

Provision of Information

A patient has the responsibility to provide, to the best of the patient's knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications and other matters relating to the patient's health. The patient has the responsibility to report perceived risks in the patient's care and unexpected changes in the patient's condition to the responsible practitioner. A patient is responsible for making it known whether the patient clearly comprehends a contemplated course of action and what is expected of the patient. The patient is responsible to ask questions whenever something is unclear or the patient desires information.

Compliance with Instructions

A patient is responsible for following the treatment plan recommended by the practitioner primarily responsible for the patient's care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders, and comply with and implement applicable Hospitals' policies, rules and regulations. The patient is responsible for keeping appointments and, when the patient is unable to do so for any reason, notifying the responsible practitioner or the Hospitals. The patient and the patient's family are responsible for accepting the consequences if they do not follow the care, treatment, and service plan.

Refusal of Treatment

A patient has a right to refuse any or all treatment but bears the full responsibility for the potential adverse consequences of the patient's actions in this regard, including serious and permanent injury or death.

Patient Information

The patient is responsible for providing accurate information, including information about the patient's identity, name and address, and insurance and billing information. The patient is responsible for assuring that the financial obligations of the patient's health care are fulfilled as promptly as possible. The hospitals are required by law, and by its agreements with insurers, to assist in the prevention of healthcare fraud, and to make certain reports to governmental agencies and insurers in regard to suspected healthcare fraud.

Respect and Consideration

The patient is responsible for following the Hospitals' rules, regulations, and policies. The patient is responsible for being considerate of the rights of other patients, visitors, and Hospital personnel, and for assisting in the control of noise, non-smoking and the number and behavior of visitors. The patient is responsible for being respectful of the property and rights of other persons and of the Hospitals.

Meeting Financial Commitments

Patients and their families should promptly meet any financial obligation agreed to with the Hospital.

Photography

Patients and their visitors may not take pictures or make any recordings, films, or images of staff or other patients.

Weapons, Contraband, Patient's Own Medication

Weapons and contraband (for example, illegal substances), whether in the possession of the patient or visitors, are strictly prohibited. For their own safety, patients are not permitted to bring their own medications into the hospital.

Complaints and Grievances

The patient is responsible for promptly discussing any complaints or grievances with the patient's physician, nurse, or any unit/department manager or by contacting the Office of Patient Safety and Care Improvement at (203) 732-7121 or by writing to: Griffin Hospital, c/o Office of Patient Safety and Care Improvement, 130 Division Street, Derby, CT 06418.

References: Patient Rights and Responsibilities Bill, Medicare Conditions of Participation, 42 CFR 585.635.

View these documents on-line

To review the Griffin Health Notice of Privacy Practices, please visit www.griffinhealth.org/griffin-hospital/patient-rights-privacy/notice-of-privacy-practices or scan the QR code to the right with your cell phone.



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Nondiscrimination Policy

Nondiscrimination Notice

Griffin Health Services Corporation complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Griffin Health Services Corporation does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Griffin Health Services Corporation provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need these services, contact our Section 1557 Coordinator at x7500

If you believe that Griffin Health Services Corporation has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by: emailing compliance@griffinhealth.org, contacting by phone Griffin Hospital, Office of Patient Safety and Care Improvement (203) 732-7121, contacting Griffin Hospital's third party compliance hotline, EthicsPoint, which is available at griffinhealth.ethicspoint.com or by phone at (833) 500-1813.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (203) 732-7121.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (203) 732-7121.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (203) 732-7121.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (203) 732-7121。

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (203) 732-7121.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (203) 732-7121.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. (203) 732-7121.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (203) 732-7121.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (203) 732-7121.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (203) 732-7121. 번으로 전화해 주십시오.

KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në (203) 732-7121.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (203) 732-7121. पर कॉल करें।

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (203) 732-7121.

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (203) 732-7121.