



# Patient Bill of Rights and Responsibilities

## You or your designee have the right to:

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### Safe and Respectful Care

- Be given considerate, respectful, and compassionate care.
- Be treated without discrimination regardless of your age, gender, color, race, national origin, ethnicity, religion, sexual orientation, gender identity or expression, physical or mental disability, language, or ability to pay.
- Receive care in a safe environment, free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse.
- Be provided a list of protective and advocacy services, if needed, for cases of abuse or neglect.
- Be addressed by your proper name, without familiarity, and be told the names of the doctors, nurses, and other healthcare team members involved in your care, unless staff safety is a concern.
- Be given efficient and courteous attention from all personnel when you request help, with the understanding that other patients may have similar or more urgent needs.
- Receive visitors, whom you designate, including a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. You have the right to withdraw or deny such consent at any time.
- Identify a support person to be present during your hospital stay. Whenever possible, GBMC supports our patients having a family member, friend, a domestic partner, including same-sex domestic partner or other individual present for emotional support during the course of the stay.
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded.
- Receive pastoral and other spiritual services and have respect shown for your personal values, beliefs, and wishes.
- Be screened, assessed, and treated for pain.
- Be informed by your doctor, or other healthcare practitioner, about the care you will receive, your diagnosis and possible prognosis, test results, the benefits and risks of treatment, and expected outcome of treatment, including unanticipated outcomes.
- Be free from restraints and seclusion unless needed for safety.
- Receive information in a manner that is understandable through interpreting and translation services, as necessary. GBMC will utilize sign and foreign language interpreters, and provide communication that meets your vision, speech, hearing, or cognitive needs, including alternative formats and other temporary aids as needed, without charge.
- Identify a support person to make healthcare decisions for you if you are not able to do so.
- Communicate with persons of your choice including, but not limited to, physicians, attorneys, and clergymen at any reasonable hour.
- Make decisions about your care, including the right to refuse care or treatment and to leave the hospital against the advice of your doctor. If you do so, the hospital and your caregivers will not be responsible for any medical consequences that may occur.
- Be active and involved in your discharge planning.
- Be told in a timely manner the final plan for your discharge or transfer to another facility or level of care, as well as receive information about any necessary follow-up care.
- Access your medical records in accordance with HIPAA Notice of Privacy Practices.

### Effective Communication and Participation in Your Care

- Be an active, involved, and informed participant in your healthcare.

### End of Life Decisions

- Make or change an advance directive, appointing someone to make healthcare decisions for you if you are unable to. If you do not have an advance directive, the hospital can provide you with information and help you to complete one.

## Informed Consent

- Give informed consent before any non-emergency care is provided. You will be given information on the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives.
- Agree to or refuse to participate in, or at any time, cancel your participation in research without the agreement or refusal affecting the patient's care. Research activities involving you may only be carried out with your written consent and the approval of your personal physician.
- Allow or refuse to allow pictures of yourself to be taken for purposes other than your care.

## Privacy and Confidentiality

- Have privacy and confidentiality with your treatment and communication about your care.
- Be provided a copy of the Health Insurance Portability and Accountability Act notices of Privacy Practices.
- File a complaint about care and have the complaint reviewed without the complaint affecting your care.

## As a Partner in Your Care, You Have the Responsibility to...

- Keep appointments or call when you are unable to keep a scheduled appointment.
- Provide accurate and complete information including your name, address, telephone number, date of birth, Social Security number, insurance carrier, and employer when required.
- Provide complete and accurate information about your health and medical history, including a current list of your medications.
- Provide the hospital or your doctor with a copy of your advance directive if you have one.
- Ask questions if you do not understand any matter relating to your diagnosis, care, and treatment, and express any concerns about your ability to follow the proposed course of treatment.
- Follow your care and treatment plan.
- Make prompt arrangements for the payment of bills and be prompt in asking questions you have concerning your bills.
- Leave all valuables at home or send them home with a family member or friend. The hospital is not responsible for lost belongings including, but not limited to, jewelry, a wallet and its contents, cell phones, cameras, laptops, dentures, eyeglasses, hearing aids, etc.
- Report unexpected changes in your health.
- Refrain from taking pictures, videos, or recordings without permission from the hospital staff.

## Code of Conduct for Patients and Visitors

As your partner in care, Greater Baltimore Medical Center (GBMC) HealthCare System expects that visitors, patients, and accompanying family members treat all staff, other patients, and other visitors as you would want to be treated: with courtesy and respect, and abide by all rules and safety regulations.

In an effort to provide a safe environment that promotes better health, better care, least waste, and more joy for staff, visitors, patients, and their families, we expect visitors, patients and accompanying family members to refrain from unacceptable language and behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

Please be aware that GBMC HealthCare System has a Zero Tolerance Policy for abusive or violent language and/or behavior directed at our staff, patients, and visitors. Violators may be escorted out of the facility and may be subject to loss of all visitation rights and facility privileges, including possible legal action. Thank you for your cooperation.

## Patient Rights at GBMC

At GBMC, we strive to deliver the best possible care for our patients. If you have concerns about your care, we encourage you to speak directly with your nurse, your doctor, and/or the department manager.

To contact a specific unit or department, please call our main number at **443-849-2000** and request to be connected to the appropriate person. You may also share your concerns with one of our staff members in the Quality and Patient Safety Department at **443-849-2960**, who will work with the clinical team or department manager to resolve your concerns. We appreciate the opportunity to quickly resolve concerns and learn about ways we can improve our services.

*If you do not feel like we've adequately addressed your concerns, you may also request a review by the following organizations:*

### Maryland Department of Health & Mental Hygiene Office of Health Care Quality

7120 Samuel Morse Drive  
2nd Floor  
Columbia, MD 21046  
Toll-free number: 1-877-402-8218

### Joint Commission Office of Quality Monitoring

1 Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Toll-free number: 1-800-994-6610

Greater Baltimore Medical Center (GBMC) complies with applicable federal civil rights laws, and does not discriminate, exclude or treat people differently based on age, gender, sex, race, color, national origin, religion, sexual orientation, gender identity or expression, or disabilities. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-745-5010. 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 1-866-745-5010。