

Right and Responsibilities

We want to encourage you, as a patient at Western Maryland Health System, to promote your own safety by being well informed and involved in your care. Because we want you to think of yourself as a partner in your care, we want you to know your rights as well as your responsibilities during your stay at WMHS. We invite you and your family to join us as active members of your care team.

Safe and Quality Care

- You have the right to receive considerate, dignified, respectful and compassionate care regardless of your age, gender identity or expression, sex, sexual orientation, race, national origin, religion, culture, language, ethnicity, socioeconomic status, physical or mental disabilities.
- You have the right to have someone remain with you for emotional support during your hospital stay, unless your visitor's presence compromises your or others' rights, safety or health. You have the right to refuse visitation at any time.

Visiting Guidelines

- Visitors are welcome to see patients 24 hours a day at the Western Maryland Regional Medical Center. Due to the nature of care provided, there are defined visiting hours for the Behavioral Health Unit and the Special Care Nursery.
- While visitors will no longer be asked to leave at 8:30 p.m., the main entrances to the hospital will be secured at this time. Anyone coming to the hospital between 8:30 p.m. and 5:30 a.m. should enter through the Emergency Department in order to receive a hospital-issued visitor's badge from the WMHS Safety and Security staff.
- The number of visitors is dependent on the needs and comfort of the patient. The number of visitors may be restricted based on the patient's needs at the discretion of the nursing staff.
- In the Perinatal Unit, only 4 visitors at a time are permitted.
- Children under the age of 12 are welcome to visit, but must be accompanied by an adult, other than the patient, at all times and also be a sibling of the new baby.
- Visitors with cold symptoms or gastrointestinal flu symptoms are encouraged not to visit patients.
- Visitors should wash their hands before and after their visit.
- Visitors may be asked to step out of the room for brief periods so that the staff can provide care for the patient.
- WMHS may also restrict visitors for reasons such as, but not limited to legal restrictions (ex. restraining order or patient in legal custody) and behavior that is disruptive to the therapeutic environment.
- ED visitation recommends 2 visitors per patient based on the patient's condition.

- You have the right to have your pain assessed and to be involved in decisions about treating your pain.
- You and your family have a right to have WMHS honor psychosocial, spiritual, and cultural considerations that may influence the perception of illness.
- If anyone feels a patient's condition is becoming worse, ask your nurse to contact the Medical Evaluation Team. If anyone feels a patient is in immediate danger of a medical emergency dial "0" on any hospital phone and ask the operator to get the Medical Evaluation Team. The Medical Evaluation Team will arrive within a few minutes to assess the patient's condition.
- You have the right to voice complaints, grievances, or general concern about the care you or your loved one receives. Please know, providing this type of feedback will not negatively affect future care or treatment.

Western Maryland Health System actively gathers and values the feedback that our community and patients give us. We evaluate all feedback provided and make improvements to address our patients' concerns as appropriate.

Feedback Procedure

- We recommend you discuss your concern directly with the staff member caring for you.
- If you prefer to speak with an alternate member of our health care team, we then recommend that you reach out to speak with the unit or department supervisor.
- If the unit or department supervisor is unavailable, or you prefer to speak with an alternate member of our health care team, you may connect with any of the following:

Department of Patient Experience and Culture 240-964-5673

Patient Safety Department 240-964-8197

Corporate Compliance Hotline (toll-free) 1-866-463-2246

House Supervisor (on duty 24 hours a day, 7 days a week) 240-964-7000

- Feedback may be provided in writing, by phone, or in person.
- WMHS will attempt to resolve all feedback as soon as possible.
- Feedback will be acknowledged within 7 days.
- If resolution will not occur within 7 days, a letter will be sent updating you on progress.
- To notify WMHS in writing or if you are not satisfied with the feedback resolution, you may contact:

Patient Safety Department
Western Maryland Regional Medical Center
12500 Willowbrook Road, P.O. Box 539
Cumberland, MD 21501-0539
240-964-8197

- You may contact resources such as the relevant state authority or accreditation agency prior to notifying WMHS of your concern.

Maryland Department of Health and Hygiene

Office of Health Care Quality
Spring Group Hospital Center,
Bland Bryant Building
55 Wade Avenue, Catonsville, MD 21228
410-402-8000

The Joint Commission

Office of Quality Monitoring
One Renaissance Boulevard,
Oakbrook Terrace, IL 60181
800-994-6610

Report a safety concern to The Joint Commission:

- At www.jointcommission.org, using the "Report a Patient Safety Event" link in the "Action Center" on the home page of the website.
- By fax to 630-792-5636.
- By mail to The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181.

Medicare and Medicaid beneficiaries may also contact:

KEPRO

Quality Improvement Organization: 844-455-8708
TTY Number Info: National: 800-855-2880
MD: 855-843-4776

Freedom from Abuse and Restraint

- You have the right to receive care in a safe and secure environment free from all forms of abuse (mental, physical and verbal), neglect, or mistreatment.
- You have the right to be free from physical/chemical restraints and seclusion in any form that is not medically required. When medically required, they will be safely implemented by trained staff.
- You have the right to access protective and advocacy services in cases of abuse or neglect. The hospital will provide a list of these resources.

Information, Communication & Decision Making

- You and your representative have the right to communication that you can understand.
- The hospital will provide sign language and foreign language interpreters, as needed, at no cost. Information given will be appropriate to your age, understanding, and language. If you have vision, speech, hearing, and/or other impairments, you have the right to receive additional aids to ensure your care needs are met.
- You have the right to be told the names of your doctors, nurses, and all other health care team members directing and/or providing your care.

- You have the right to have a family member or person of your choice and your own doctor notified promptly of your admission to the hospital.
- You have the right to be informed of hospital policies and practices that relate to patient care, treatment, rights and responsibilities.
- You and your representative, with your permission, have the right to participate in decisions about your plan of care, your treatment, and services provided, including the right to accept, request or refuse treatment to the extent permitted by law and hospital policy.
 - In case of such refusal, the patient and/or representative is entitled to be informed of the medical consequences of this action, other appropriate care and services the hospital provides, or to be transferred to another hospital for care.
- You and your representative have the right to be told by your doctor about your diagnosis and possible prognosis, the benefits and risks of treatment, and the expected outcome of treatment, including unexpected outcomes.
- You have the right to give written informed consent before any nonemergency procedure begins.
- You and your representative have the right to be involved in your discharge plan. You can expect to be told in a timely manner of your discharge, room change, transfer to another facility, or transfer to another level of care. Before your discharge, you can expect to receive information about follow-up care that you may need. You can request a discharge evaluation by contacting Care Coordination or your nurse.
- You have the right to expect the hospital to refer and transfer you to another hospital when WMHS does not have the capability to provide necessary health care services or when you have so requested. You must also have the benefit of complete information and explanation concerning the need for, risks, benefits and alternatives to such a transfer.
- You have the right to be informed of all services available in our facilities.
- You have the right to care determinations and clinical decision making without regard for the patient's ability to pay for those determinations or clinical decisions.
- You have the right to know the immediate and long-term financial implications of treatment choices, insofar as they are known.
- You have the right to be informed of the hospital's charges for services and available payment methods.
- You have the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers or payers that may influence the patient's treatment and care.