

Patient Rights & Responsibilities

Within reason and within the limits of the law, as a patient of Livingston HealthCare, you have rights to:

Appropriate Access

- Impartial access to care. No one is denied access to treatment because of sex, gender identity, sexual orientation, disability, national origin, age, color, race, religion, or source of payment.
- Emergent medical screening and stabilization if you need it.
- Receive visitors, telephone calls, mail, and other forms of communication, if these do not have an effect on your treatment.
- Assistance such as interpreter services if you do not understand English, or other assistance if you are hearing or sight impaired.
- Information at the time of admission about your rights and responsibilities as a patient.
- Have a family member or representative of your choice, and your physician notified upon your admission if you are hospitalized.

Considerate and Respectful Care

- Consideration of your cultural, spiritual, and individual needs.
- A safe and secure hospital or outpatient environment.
- Care that is free from abuse, neglect, or harassment.
- Be free from restraints unless medically necessary.
- Protective services (e.g., guardianship, advocacy services, or child/adult protective services if needed).
- Effective communication, including having your questions answered.

Privacy and Confidentiality

- Personal privacy, to the extent possible, during the course of your treatment.
- Confidentiality of all information and records regarding your care.

Visitation

- Be informed of any clinical restriction or reasonable restriction on your visitation rights prior to any patient care. If you are a patient in our Intensive Care Unit, visitors will be restricted during the hours of 7 AM – 9 AM and 7 PM – 9 PM and are limited to no more than two at a time.
- Receive visitors whom you designate without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, or disability, including but not limited to, a spouse, a domestic partner, another family member, or a friend.
- Withdraw or deny such consent at any time.

Know Your Caregivers

- Know the identity, professional status, and experience of your caregivers.
- Know about any professional relationship that might suggest a conflict of interest.

Understand Charges

- An estimate of charges before the care is received, upon request, (if non-emergent).
- An explanation of your bill by a representative from Patient Financial Services

Participate in Decisions about Your Care

- Have your doctor explain your illness, health status, and treatment options in a way you can understand.
- Participate in decisions about your care or treatment.
- Have pain assessed and managed effectively.
- Include or exclude family and friends in decision making. If you are not able to make healthcare decisions, then your guardian, legally authorized person, or next of kin will be involved in the decision making.
- Receive information about and prepare advance directives, and to have your directives followed.
- Accept or refuse treatment and be told about what that choice may mean. You may ask for a second opinion.
- Talk with someone about difficult choices. The hospital Ethics Committee is available to help you with your decisions.
- Choose to accept or refuse: 1) care from a student, or 2) participation in research activities.
- Request to be treated or seen by the collaborating provider in lieu of the physician assistant if the collaborating provider is available.
- See your medical record, according to policy, and obtain a copy of your designated record set.
- Be told if you need to be transferred to another facility. If you choose to be transferred to another facility, the facility must first accept you as a patient.

Help Address Concerns

- Assistance from a patient representative if you have any problems or concerns, including information about the grievance procedure or Code of Conduct.
- To voice a complaint to your health care provider without fear of reprisal, and to receive a timely response to your complaint.

As a patient, you also have the responsibility to...

- Help us help you by providing accurate health information.
- Ask questions about treatment and procedures that you do not understand.
- Provide advance notice when possible of the need for interpreter services, including language, hearing, or sight impairment.
- Follow your recommended treatment plan, and assume responsibility for your actions should you refuse treatment.
- Be considerate of others.
- Be responsible for your own personal belongings, unless you request that the hospital secure them.
- Pay bills on time.
- Provide current billing and insurance information.
- Inform us of the names of the visitors you consent to or do not consent to.

Patient Grievance Process

If a problem arises during the course of your hospital stay or care, you may submit any complaint to the department manager or Livingston HealthCare's Compliance Department either verbally or in writing. You can call our 24-hour compliance hotline at 877.650.8048 where you have the option to identify yourself or submit your complaint anonymously.

Should you find that any concern or complaint goes unresolved, you may file a grievance with either: Dept. of Public Health and Human Services, Quality Assurance Division, 2401 Colonial Drive 2nd Floor, PO Box 202953, Helena, MT 59602-2953 (406.444.2099) or Mountain-Pacific Quality Health Foundation, 3404 Cooney Drive, Helena, MT 59602 (800.497.8232).