

SPEAK UP

Everyone has a role in making health care safe— physicians, health care executives, nurses and technicians. Health care organizations across the country are working to make health care safety a priority. You, as the patient, can also play a vital role in making your care safe by becoming an active, involved and informed member of your health care team.

Speak up if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

Pay attention to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

Educate yourself about your diagnosis, the medical tests you are undergoing, and your treatment plan.

Ask a trusted family member or friend to be your advocate.

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

Use a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by JCAHO.

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

PATIENT COMPLAINT/GRIEVANCE

PROCESS:

Bristol Hospital is committed to providing all patients, and/or their representative the opportunity to express dissatisfaction in accordance with 482.13(a)(2) as stated in the Conditions of Participation under Patient's Rights from the Center for Medicare and Medicaid Services.

1. A complaint is an issue that is easily solved while the patient is still in the hospital by staff present or anyone who can quickly be at the patient's location. For example, the staff may request a supervisor, patient representative or other administrative member of the staff to assist in resolving the issue.
2. A grievance is a written complaint that is made to the hospital by a patient or the patient's representative or a verbal complaint that has been referred to the Patient and Customer Relations Department and the patient remains dissatisfied with the resolution or response from the hospital.
3. A written acknowledgement of all grievances will be made to the person filing it within 7 business days. If the grievance is still under investigation after 7 business days, an estimated time for final response will also be communicated to the complainant with the written acknowledgement of receiving the grievance.
4. Time frames for reviewing will vary depending on the nature of the grievance. No review will exceed 30 days.
5. The patient/patient representative will receive a written notice of the Bristol Hospital's investigation within one (1) week of the completion of the review. If the patient is not satisfied with Bristol Hospital they may wish to address their grievance to the Department of Public Health, 410 Capital Avenue, Hartford, CT 06134. Telephone number: 1-800-842-0038 or TTY: 1-860-509-7191 or The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. Phone: 1-800-994-6610



PATIENT

BILL OF

RIGHTS

AT BRISTOL HOSPITAL, YOU HAVE THE RIGHT TO:

- ✓ Receive information about your rights prior to being a patient or before discontinuing care whenever possible.
- ✓ Considerate and respectful care, in a safe environment.
- ✓ Personal privacy and the confidentiality of your medical record.
- ✓ Be treated with dignity.
- ✓ Obtain from your physician and other caregivers relevant, current and understandable information concerning diagnosis, treatment and prognosis.
- ✓ Be informed about and participate in your care and treatment plans.
- ✓ Have your physician and a family member or other person of your choice notified of your admission to the Hospital.
- ✓ Create an advance directive.
- ✓ Know the names of health care providers and their role in your care.
- ✓ Be free from seclusion and restraints of any form that are not medically necessary for your safety or are used as a means of coercion, discipline, convenience or retaliation.
- ✓ Be free from all forms of abuse or harassment.
- ✓ Participate in ethical decisions regarding your care.
- ✓ Request medically appropriate and necessary treatment.
- ✓ Refuse treatment as allowed by law.
- ✓ Know what safety measures may be used during your care.
- ✓ Ask for a second opinion about your care.
- ✓ Proper assessment and management of your pain or discomfort.
- ✓ Request an interpreter.
- ✓ Review and obtain copies of your medical records.
- ✓ Receive treatment in an environment that is sensitive to your beliefs, values and culture.
- ✓ Be informed about the care you will need after discharge and available resources.
- ✓ Receive information about and an explanation of your hospital bill.
- ✓ Be informed of any relationships that we may have with organizations that may affect your care.
- ✓ Request that an autopsy be performed either here or arrange for any other institution of choice to perform.
- ✓ Consent or decline to participate in research studies.
- ✓ Express a complaint or grievance by contacting the Patient and Customer Relations Department at (860) 585-3269.
- ✓ The patient or patient's representative may wish to address their grievance to the Department of Public Health, 410 Capital Avenue, Hartford, CT 06134. Telephone number 1-800-842-0038 or TTY: 1-860-509-7191 or the The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. Phone: 1-800-994-6610

AT BRISTOL HOSPITAL, THESE ARE YOUR RESPONSIBILITIES AS A PATIENT:

- ✓ Provide complete and accurate information about your health including your present condition, past illnesses, hospitalizations, and any medications, natural products or vitamins you may be taking.
- ✓ Tell us what you need. If you do not understand your care plan, ask questions.
- ✓ Provide complete and accurate information including your family contact, address, and home phone number, date of birth, Social Security number, insurance carrier and employers when it is necessary.
- ✓ Provide a copy of your Advance Directive to the Hospital and physician if you have one.
- ✓ Follow our guidance in helping you get well
- ✓ Abide by all hospital rules and regulations.
 - Comply with the NO SMOKING policy
 - Comply with the visitor policies to ensure the rights of all patients. Be considerate of noise level, privacy and safety of all patients.
- ✓ If you are not satisfied with your care, please tell us how we can improve.

FOR QUESTIONS OR MORE INFORMATION ABOUT YOUR RIGHTS & RESPONSIBILITIES, CONTACT THE PATIENT & CUSTOMER RELATIONS DEPARTMENT AT (860) 585-3269.