Your Responsibilities as a Patient

As a patient at Sharon Hospital, you have the RESPONSIBILITY to:

- Provide all necessary information to ensure timely processing of your bills.
- Provide an honest and complete medical history to your care team and promptly notify them of changes in your condition.
- Make known your wishes regarding anatomical gifts. You may document your wishes in your healthcare proxy, available from the hospital.
- Follow the treatment plan to which you and your physicians have agreed.
- Notify your care team if you do not understand any explanation or instructions, or are unable to follow any instructions you are given.
- Be courteous to all staff, patients and visitors. Follow the rules of the hospital, and refrain from smoking, video recording and photography.
- Inform staff if you are unable to keep a scheduled appointment.
Your Rights as a Patient

The governing body, medical staff, administration and employees of Sharon Hospital share a belief that an excellent patient experience can only be provided when patients and staff work together. As a patient at Sharon Hospital, you have the RIGHT to:

- Treatment and accommodations regardless of age, ethnic background, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity, expression or source of payment.
- Receive care that is considerate and respectful of your values and beliefs.
- Be informed of the name and position of the doctor who will lead your care and know the names, positions and jobs of any hospital staff members taking care of you.
- Receive complete information to make informed decisions about your diagnosis, treatment and chances for recovery; be notified regarding anticipated outcomes; request a second opinion about your care.
- Participate in all decisions about your diagnosis, treatment, plan of care and discharge, evaluation and to receive a written discharge plan.
- Information about pain and pain relief measures, and health professionals who respond quickly to reports of pain.
- Refuse treatment as allowed by law.
- Understand your rights; and if you need help, the hospital staff will assist you.
- Have a representative of your choice and your provider notified of your admission to the hospital.
- Visitation rights including the right to receive visitors of your choice, unless the individual’s presence infringes on others’ rights, safety or is not clinically beneficial to the healing process.
- All patients and their companions have the right to auxiliary aids and services to promote effective communication. Aids and services offered include written materials, sign language or an interpreter if you need one, assistive listening devices and services for the blind.
- Pastoral care or other spiritual services.
- Protective services, if needed.
- Be free from the use of unnecessary restraints or seclusion.
- Confidentiality, privacy and security in an environment that offers dignity, including freedom from neglect or mistreatment.
- Review your medical record and have the information explained or interpreted as necessary except when restricted by law.
- Make advance directives and have hospital staff follow those directives.
- Designate a decision maker in the event you are unable to make treatment decisions.
- Receive immediate emergency care if needed.
- Receive information about or an explanation of costs related to care provided.
- Should it become necessary, surrogates or others responsible may request that the hospital perform an autopsy. Upon request, and at a cost to the requestor, the autopsy can be performed at another institution by a physician unaffiliated with Sharon Hospital.

ETHICS COMMITTEE

The Medical Ethics Advisory Committee is available as a forum to discuss ethical issues related to patient care.

TRANSFERS

Patients are not transferred to other facilities or organizations unless they receive a complete explanation of the need for the transfer. This includes the alternative to such a transfer, and the understanding that the transfer is acceptable to the other facility/organization. Patients have the right to be informed of any continuing healthcare requirements following discharge from the hospital. This information is shared by the responsible practitioner or delegate. Transportation options will be communicated.

ADVANCED DIRECTIVES

If provided upon arrival or already on file at the hospital, your advance directives are part of your medical record. We honor the living will, appointment of a healthcare agent, designation of a power of attorney and choices regarding organ donation.

SAFE HAVEN

We accept infants in accordance with the Connecticut Safe Haven Act for Newborns. This program allows a parent to voluntarily surrender custody of an infant 31 days or younger to the nursing staff of an emergency room. The parent will not be subject to arrest for abandonment. This law does not protect the parent from being arrested and criminally prosecuted if abuse or neglect has occurred.

CONCERNS/COMPLAINTS

Patients may report concerns or complaints about care and services received and have them addressed. If you have a concern or complaint, you may call the Quality Director at 860.364.4411. If you are not satisfied with the hospital’s response, you can file a written grievance with the administration. In addition, you have the right to share your grievance with the following agencies:

The Connecticut State Department of Health
410 Capital Avenue, PO Box 340308 Hartford, CT 06134
860.509.7400

The Joint Commission’s Office of Quality Monitoring
complaint@jointcommission.org
800.994.6610

Livanta BFCC-QIO Program
9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701
866.815.5440