

# Community Medical Center's PATIENT RIGHTS & RESPONSIBILITIES

2827 Fort Missoula Rd. • Missoula, MT 59804 • (406) 728-4100 • TDD: (406) 728-6724 • CommunityMed.org

## In keeping with our MISSION AND BELIEFS:

The board of directors, the medical staff, employees and volunteers of Community Medical Center affirm and recognize the following patient's rights and responsibilities. We believe patients have a fundamental right to considerate and respectful care that safeguards their personal dignity and respects their autonomy, personal values and beliefs. Therefore, we respect and support the following patient rights and responsibilities:

### • Patients have the right to reasonable ACCESS TO CARE:

- Regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity.
- That is considerate and respectful of personal values and beliefs.
- With access or referral to guardians, conservators, or self-help groups that will be facilitated if appropriate or requested.
- Including a list of advocacy groups, available upon request.

### • Patients have the right to make TREATMENT DECISIONS, including:

- Being informed of their health status.
- Giving informed consent.
- Making care decisions, including effective pain management.
- Resolving dilemmas about care decisions.
- Accepting or refusing to participate in investigational studies or clinical trials.
- Formulating advance directives and having them honored.
- Withholding resuscitative measures.
- Forgoing or withdrawal of life-sustaining treatment.
- Continuity of care with discharge instructions provided to the primary care practitioner or organization.

### • Patients have the right to EXERCISE THEIR RIGHTS, including:

- Participating in the development and implementation of the plan of care and ability to request or refuse treatment.
- Upon request of the patient, involving family, guardian or representative and physician of choice in care by notifying them promptly of admission to the hospital.
- Designating a decision-maker.
- Excluding any or all family members from participating in care decisions.

### • Patients have the right to their CONFIDENTIAL INFORMATION, including:

- Access to their clinical records within a reasonable time frame.
- Receipt of an itemized bill within a timely manner for all services provided.
- Request an amendment of their protected health information or medical record.

### • Patients have THE RIGHT to:

- Receive respect for their values, philosophy, religion and cultural practices.
- Participate in ethical questions including conflict resolution.
- Comfort and dignity.
- Care at the end of life, including palliative care.
- Availability of pastoral care, spiritual services and cultural practices
- Have a family member or friend present for emotional support during the course of the stay.

### • Patients have the right to SECURITY, PERSONAL PRIVACY, AND SAFE SETTING, including:

- Freedom from any form of abuse or harassment.
- Freedom from restraint and seclusion, unless clinically necessary.
- A treatment environment that is physically and emotionally secure.
- Information regarding the identity and professional status of individuals providing service.
- Information regarding the proper identity of the physician or practitioner primarily responsible for the care.
- Access to protective services.

• Patients have the right to **BE INFORMED** of their rights and responsibilities, including:

- Complaint resolution initiated through any staff member.
- A grievance procedure to resolve complaints and conflict in a timely manner.
- For more information about patient rights, policies, resolution of complaints or to submit compliments, please contact the Patient Experience Department at (406) 327-4156. You have the right to file a grievance with the Montana Department of Health & Human Services directly, regardless of whether you have first used the hospital's grievance process. Concerns may also be referred to the Joint Commission on Accreditation of Healthcare Organizations and/or the Commission on Accreditation of Rehabilitation Facilities (CARF)

**MT Department of  
Health & Human Services**

(800) 762-4618

**CARF**

(866) 510-CARF

**The Joint Commission**

(800) 994-6610

[JointCommission.org/GeneralPublic/Complaint](http://JointCommission.org/GeneralPublic/Complaint)

- Information received in a form, manner and language that can be understood.
- Translation or interpretation services.
- Community Medical Center embraces standards of conduct that include ethical business and professional behavior. The standards of conduct, policies and procedures are available upon request.

• Patients and families have the responsibility to provide **HEALTH INFORMATION**:

- That is accurate and complete about present complaints, past illnesses, hospitalizations, medications and other matters relating to health.
- That tells the physician or nurse of any change in how the patient feels.
- That reports unexpected changes in the patient's condition.

• Patients and families have the responsibility to Participate in **TREATMENT DECISIONS**:

- Discuss care options, with the physician or nurse.
- Ask the physician or nurse what to expect regarding care.
- Work with the physician or nurse to develop a plan of care.
- Request or refuse treatment.
- Tell the physician or nurse of any requests regarding care.
- Ask for pain medication when pain first begins.
- Help the physician and nurse measure pain.
- Tell the physician or nurse if pain is not relieved.
- Follow the treatment plan developed with the practitioner.
- Accept the consequences of not following the treatment plan or instructions.

• Patients and families have the responsibility to **RESPECT** the organization:

- Adhere to Community Medical Center rules and regulations concerning patient care and conduct, as well as personal belongings.
- Act with consideration and respect for other patients, personnel and property.
- Adhere to Community Medical Center's Campus non-smoking policy.
- Satisfy financial obligations.

• Patients and families have the responsibility to **COMMUNICATE**:

- Ask who is taking care of the patient, if they do not identify themselves.
- Express concerns.
- Inform staff of ways we can improve our services.
- Inform staff of ways we can make family or visitors feel more welcome.



Community Medical Center  
has earned The Joint Commission's  
Gold Seal of Approval.

