

PATIENT RIGHTS

You have the right to:

1. Considerate care, including respect for your cultural, psychosocial, spiritual and personal values, beliefs and preferences.
 2. Request the services of an interpreter, at no cost to you, if you have limited English skills or are hearing impaired.
 3. Have a family member (or other representative of your choosing) and your own physician notified promptly of your admission to the hospital.
 4. Know the name of the physician who has the primary responsibility for coordinating your care, and the names and professional relationships of other physicians, nurses, and other health care providers who will be involved in your care and treatment.
 5. Receive information about your health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care (including unanticipated outcomes) in language that you can understand. You have the right to effective communication and to participate in the development and implementation of your plan of care. You have the right to participate with discussion concerning ethical questions that arise in the course of your care, including issues of conflict resolution, withholding resuscitative services and forgoing or withdrawing life-sustaining treatment.
 6. Make decisions regarding medical care, and receive as much information about any proposed treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved, alternate courses of treatment or non-treatment and the risks involved in each, and the name of the person who will carry out the procedure or treatment.
 7. Request or refuse treatment, to the extent permitted by law. However, this does not give you the right to demand inappropriate or medically unnecessary treatment or services. You have the right to leave Singing River Health System against the advice or your physicians, to the extent permitted by law.
 8. If conflict between you and the treating physician(s) regarding treatment decisions, and this conflict cannot be adequately resolved, you or your surrogate has the right to request an ethics consultation.
 9. Be fully informed if you are being asked to participate in any clinical research. You have the right to refuse to participate in such research projects.
 10. Reasonable responses to any reasonable requests made for service.
 11. Appropriate assessment and management of pain, information about pain, pain relief measures and to participate in pain management decisions. You may request or reject the use of any or all modalities to relieve pain, including opiate medication, if you suffer from severe or chronic intractable pain. The physician may refuse to prescribe the opiate medication, but if so, must refer you to a physician who is willing to assess you for the appropriateness of opioid medication, or offer you a referral to the pain service for evaluation.
 12. Formulate advance directives for the purpose of designating a decision maker if you become mentally incapacitated or become unable to communicate your wishes regarding care. Hospital staff and practitioners who provide care at Singing River Health System shall comply with these directives. All patients' rights apply to the person who has legal responsibility to make decisions regarding medical care on your behalf.
 13. Privacy concerning your medical care respected. Case discussion, consultation, examination and treatment are confidential and shall be conducted discreetly. You have the right to have visitors leave prior to an examination or when treatment issues are being discussed.
 14. Confidential treatment of all communications and records pertaining to your care and stay in the hospital. You will receive a separate "Notice of Privacy Practices" that explains your rights in detail and how Singing River Health System may use and disclose your protected health information.
 15. Receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. You have the right to access protective and advocacy services including notifying government agencies of neglect or abuse.
 16. Be free from restraints and seclusion in any form as means of coercion, discipline or retaliation by staff.
 17. Reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the person(s) providing the care.
 18. Be informed by the physician, or delegate of the physician, of continuing health care requirements and options following discharge from the hospital. You have the right to be involved in the development and implementation of your discharge plan.
 19. Designate visitors of your choosing, if you have decision-making capacity, whether or not the visitor is related by blood or marriage, or registered domestic partner status, unless:
 - a. No visitors are allowed because of your condition;
 - b. Singing River Health System reasonably determines that the presence of a particular visitor would endanger the health or safety of a patient, a Singing River Health System employee, or other visitor to the facility, or would significantly disrupt the operations of Singing River Health System;
 - c. You have indicated to our staff that you no longer want a particular person to visit.
- However, Singing River Health System may establish reasonable restrictions upon visitation, including restrictions upon the hours of visitation and number of visitors.
20. Examine and receive an explanation of your medical bill, regardless of the source of payment.
 21. Exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, age, disability, medical condition, sexual orientation, gender identity, gender expression, marital status, registered domestic partner status or the source of payment for care.
 22. Express concerns or share feedback about your care without the fear that the quality of your care or future access to care will be affected.
 23. File a complaint or grievance with Singing River Health System.

We listen by writing or calling:

Singing River Health System
Guest Relations
2809 Denny Avenue | Pascagoula, MS
(228) 809-5681

File a complaint or grievance with the Mississippi Department of Health regardless of whether you use the hospital's grievance process, in writing or calling:
Mississippi Department of Health
570 East Woodrow Drive | Jackson, MS
24-hour information: 1-866-458-4948 (1-866-HLTHY4U)

If you would like a copy of these rights, please make your request known to a staff member or contact Guest Relations at (228) 809-5681.