# PATIENT RIGHTS

At Memorial Hospital, you have the right to:

- polite & respectful care
- personal dignity
- safe, skilled caregivers
- expect your pain will be managed and controlled
- be informed about advance directives and request resources for assistance to formulate an advance directive
- know the name of the doctor taking care of you
- have your cultural, psychological, spiritual, personal beliefs & preferences respected
- be informed about your diagnosis and involved in decisions about your care, treatment and services
- accept or refuse medical or surgical treatment in accordance with law & regulation
- a review of your care and have access to copies of your medical record
- be free from mental, physical, sexual & verbal abuse, neglect & exploitation
- privacy, confidentiality, dignity, settlement of your complaints, fair billing practices and clear communication
- access protective & advocacy services
- be informed if the hospital takes part or does research that would affect your care or treatment and the right to refuse to be involved

# PATIENT RESPONSIBILITIES

At Memorial Hospital, patients, guardian(s) or responsible caregivers and families have the responsibility to:

- provide complete and correct information, to the best of your knowledge
- follow hospital rules that affect patient care
- follow the treatment plan and instructions
- report if you do not understand the plan of care, information given to you or what is expected of you
- report changes in your health or illness to a healthcare worker
- keep appointments and notify a health worker if unable to do so for any reason
- accept the outcome of your actions should you refuse treatment or refuse to follow instructions
- ensure your healthcare is paid for as soon as you are able
- respect the rights of other patients and healthcare workers
- assist in control of noise, smoking and the number of visitors
- respect the property of other persons and the hospital

Memorial Hospital
3073 White Mountain Hwy
North Conway, NH 03860

“Your partner for a lifetime of good health”