

PATIENT RIGHTS AND RESPONSIBILITIES

Landstuhl Regional Medical Center

PATIENT RIGHTS

ACCESS TO CARE

You have a right to access good health care

RESPECT

You have the right to be shown respect, dignity and consideration

COMMUNICATION

You have a right to be informed about services, treatment, options, and payment responsibilities in a clear and open way

PARTICIPATION

You have a right to be included in decisions and choices about your care

PRIVACY

You have a right to privacy and confidentiality of your personal information

FEEDBACK

You have a right to comment on your care and to have your concerns addressed

PARENTAL RIGHTS

In accordance with applicable laws

PATIENT RESPONSIBILITIES

ADVANCE MEDICAL CARE DIRECTIVE / POWER OF ATTORNEY / GUARDIANSHIP

You should inform your health professional if you have a current Advance Medical Directive, Power of Attorney or Living Will for any health or personal matters. **Our team can assist with acquiring these forms**

RESPECT

Consider the well being and rights of other patients and the health care team

COMMUNICATION

Provide an accurate and complete medical history

PARTICIPATION

Follow your treatment plan, ask questions to ensure your understanding, cooperate, and participate as able

SAFETY

Inform us of safety concerns

PAY FEES

Pay fees upon receipt of Care, Treatment and Services

CONCERNS / FEEDBACK

Direct any complaints or concerns to a staff member or the manager so that immediate and appropriate action may be taken to remedy your concern

HOW TO MAKE A COMPLAINT OR GIVE A KUDO

If you experience any concerns that you would like to share during your visit, please inform your provider, charge nurse and/or Patient Advocate at DSN 590-8326

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Welcomes your feedback