



A LETTER TO OUR PATIENTS CONCERNING PATIENT RIGHTS AND PATIENT RESPONSIBILITIES

To Our Patients,

Sturdy Memorial Hospital is committed to providing high quality care, both efficiently and with compassion.

Federal, State and accrediting organizations mandate certain patient rights and patient responsibilities, which Sturdy upholds. As part of our commitment to you, we have included the list of *Your Rights* to this letter.

We recognize that this may not be the best time to give you detailed information on all of your rights and responsibilities. However, it is important that you are aware of your rights and responsibilities related to the health care we provide you. You may request further information on those rights and responsibilities now or at a time in the future when you are feeling better. You may request information from any clinical department in the Hospital or by calling the Medical Staff Office at (508) 236-7910.

The hospital also identifies the responsibilities of the patients and their families and educates them about these responsibilities, particularly in regard to facilitating the safe delivery of care, treatment and services. These responsibilities include the following:

- Provide accurate information to the best of their knowledge about present medical conditions, past illnesses, hospitalizations, medications and other information.
- Ask questions, as appropriate, when they do not understand their care, treatment and service or what they are expected to do.
- Comply with treatment instructions or communicating concerns about their ability to follow the proposed plan of care.
- Assume responsibility for the outcomes if they do not follow the care/treatment plan.
- Follow hospital rules and regulations.
- Show respect and consideration of the hospital's staff, property as well as other patients and their property.
- Meet financial commitments as agreed to with the hospital
- Support mutual consideration and respect by maintaining civil language and conduct in interactions with staff, physicians and licensed independent practitioners

You have the right to file a quality of care complaint/grievance with the hospital or if you have concerns regarding your care and treatment. If you present a complaint/grievance, your care will not be affected in any way. If you have a problem that you cannot solve with your doctor, nurse, nurse manager or other caregiver, please contact the Medical Staff Office at 508-236-7910.

In addition, if you choose not to use the internal complaint/grievance process you have the right to file a quality of care complaint/grievance with the following:

- Massachusetts Department of Public Health, Division of Health Care Quality, (617-753-8000) 99 Chauncy Street, 2nd Floor, Boston, MA 02111,
- Massachusetts Board of Registration in Medicine, 560 Harrison Avenue, Boston, MA 02118
- DNV GL Healthcare, 400 Techne Center Dr., Suite 100, Milford, OH 45150, Attn: Complaints, telephone (866) 496-9647, online www.dnvglhealthcare.com (“File Hospital Complaint” link on right side) or email hospitalcomplaint@dnvgl.com.

Brian Kelly, MD, FACEP
Medical Officer and Patient Care Assessment Coordinator

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