



St. Tammany Health System (“STHS”) wants patients to receive the best possible care and provides services within its capabilities and in compliance with laws and regulations. We want you to know your rights and responsibilities as a patient. We also want you to know that STHS expects reasonable and responsible behavior from you and your guests who come to any STHS facility. **STHS does not permit weapons of any kind or illicit substances at any location and reserves the right to exclude visitors who are aggressive and violent from any STHS facility.** Abusive or rude behavior directed to STHS colleagues may result in dismissal from care.

#### PATIENTS HAVE THE RESPONSIBILITY TO...

- ♥ provide accurate, complete information about their health and medical history for care and treatment.
- ♥ respect STHS colleagues and maintain polite conduct in all interactions. **We respect you - please respect our colleagues.** You and your guests may not photograph or record any STHS colleague.
- ♥ talk to physicians and staff and ask questions when they do not understand treatment or care; cooperate with caregivers and follow treatment plans ordered by physicians.
- ♥ accept consequences of their decisions and take responsibility for their actions if they refuse treatment or do not follow instructions of the healthcare team.
- ♥ make specific care wishes, including advance directives, known to their physician and healthcare team and provide copies of any wishes which have been written down.
- ♥ follow STHS policies, rules and regulations which are in place to support quality care and a safe environment for all individuals in any STHS facility.
- ♥ contact a nurse, physician or any STHS colleague if they perceive a safety risk in the environment or their care.
- ♥ meet financial obligations and commitments related to their health care and pay their bills promptly.

#### PATIENTS HAVE THE RIGHT TO...

- ♥ be informed of their rights and responsibilities.
- ♥ access care and receive treatment and medical services without any type of discrimination; participate in developing and carrying out plans of care and treatment, and for inpatients, the right to participate in development and implementation of a discharge plan.
- ♥ receive information about their condition and care in a manner they understand, make informed decisions about care, procedures or treatments which are recommended, and request or refuse treatments. Patients do not have a right to demand medically unnecessary or inappropriate treatment.
- ♥ be informed of the names and functions of physicians and STHS colleagues providing their direct care.

- ♥ have a family member, chosen representative and their physician notified promptly of their hospital admission.
- ♥ receive considerate and respectful care in a clean and safe environment, with respect for patient privacy, dignity and individuality according to cultural, psychosocial, spiritual and personal values, beliefs and preferences.
- ♥ make advance directives, like a living will, and have practitioners honor the intent of end-of-life directives to the extent permitted by law and STHS policy.
- ♥ be free from abuse, neglect and harassment and from restraints that are not medically necessary and to access protective, supportive and advocacy services as needed.
- ♥ be informed of investigational or research activity and the right to refuse to participate in that activity.
- ♥ have medical records and health information kept confidential and have access to their medical records within a reasonable time frame.
- ♥ receive language interpretation/translation assistance to assist in communicating with the healthcare team.
- ♥ receive an explanation of their bill and receive a list of itemized charges for STHS services upon request.
- ♥ choose who may visit them, e.g., family, spouse, domestic partner (includes same-sex partner) or other visitor. STHS has discretion to limit visiting for the health and safety of all individuals due to a patient’s condition or specific unit policy. Visiting is not permitted in procedural areas like the Operating Room.
- ♥ express concerns or grievances about care, treatment and services to any STHS colleague or the Patient Relations Department at 985-898-4669. Patients may contact the Louisiana Department of Health, Health Standards Section, P.O. Box 3767, Baton Rouge, LA 70821, or by telephone at 225-342-0138. Information is available at [www.ldh.la.gov/page/health-standards-section-complaints](http://www.ldh.la.gov/page/health-standards-section-complaints). Patients may also contact The Joint Commission by mail directed to the Office of Quality and Patient Safety, One Renaissance Boulevard, Oakbrook Terrace, IL 60181. Online submissions at [www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/](http://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/) are preferred.