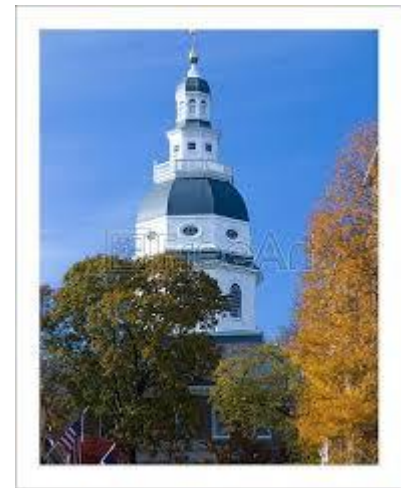


# Learn about your rights as a hospital patient!



# Hospital Patients have Legal Rights in Maryland

- A new Maryland law went into effect Oct. 1, 2019 to ensure that patients are provided with their rights in every hospital
- The law passed the Maryland General Assembly unanimously, and was signed by Gov. Larry Hogan
- A coalition of 26 advocacy groups led the effort including AARP, NAACP, Disability Rights Maryland, Mental Health Assoc. of Maryland, The Arc, AAUW and others.



# What the new law will do:

- The goal is to increase transparency and improve communication of rights to patients
  - A list of **rights must be provided in writing** and/or in a manner accessible to every patient
  - Every Maryland hospital must include a minimum of **24 basic rights** to patients
  - Medical staff will be provided annual training on patient rights

# Know your rights!

1. Receive **considerate, respectful, and compassionate care**;
2. Be provided care in a **safe environment** free from all forms of abuse and neglect, including verbal, mental, physical, and sexual abuse;
3. Have a **medical screening** exam and be provided **stabilizing treatment** for emergency medical conditions and labor;



4. Be **free from restraints** and seclusion unless needed for safety;
5. Be told the **names and jobs of the health care team** members involved in the patient's care if staff safety is not a concern;
6. Have **respect** shown for the patient's personal values, beliefs and wishes;
7. Be **treated without discrimination** based on race, color, national origin, ethnicity, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, language, or ability to pay;



8. Be provided a list of protective and advocacy services when needed;
9. Receive information about your hospital and physician charges and ask for an estimate of hospital charges before care is provided and as long as patient care is not impeded;



10. Receive information in a manner that is understandable by you, which may include:
- Sign and foreign language interpreters;
  - Alternative formats, including large print, braille, audio recordings, and computer files.
  - Vision, speech, hearing and other temporary aids as needed, without charge;



11. Receive information from your doctor or other health care practitioners about your diagnosis, prognosis, test results, possible outcomes of care, and unanticipated outcomes of care;
12. Access the patient's medical records in accordance with HIPAA Notice of Privacy Practices;
13. Be involved in your plan of care;
14. Be screened, assessed, and treated for pain;
15. Refuse care;





16. Choose an individual to remain with you for **emotional support** during your hospital stay, **choose the individuals who may visit the patient**, and change your mind about the individuals who may visit;



17. **Appoint an individual** of your choice to make **health care decisions** for the patient, if the patient is unable to do so;

18. Make or change an **advance directive**;



19. Give **informed consent** before any nonemergency care is provided, including the benefits and risks of the care, alternatives to the care, and the benefits and risks of the alternatives to the care;
20. Agree or **refuse to take part in medical research studies**, without the agreement or refusal affecting the patient's care;



21. Allow or **refuse to allow pictures** of the patient for purposes other than the patient's care;
22. Expect **privacy and confidentiality** in care discussions and treatments;
23. Be provided a copy of **HIPPA**;
24. **File a complaint** about care and have the complaint reviewed without the complaint affecting your care.



# What to do if you do not receive your rights, or they are denied to you:

- Contact the Maryland Department of Health, **Office of Health Care Quality (OHCQ)**. They have legal responsibility for compliance.
  - Phone: 410-402-8002
  - Online complaint form:  
<https://health.maryland.gov/ohcq>
- Contact **Marylanders for Patient Rights**
  - Through website [marylandpatientrights.org](http://marylandpatientrights.org)