

**As a patient of Mount Desert Island Hospital & Health Centers, it is your responsibility to:**

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your care team, from the providers, nurses and clinicians to the people who deliver your meals and clean your room.
- Be considerate of other people and property and mindful of noise levels, privacy and number of visitors.
- Be in control of your behavior.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital rules.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave your valuables at home. Mount Desert Island Hospital will not be responsible for lost or stolen items.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos or recordings without permission from hospital staff.
- Report complaints or suggestions in a factual and timely manner.
- Take responsibility for your bills and work with us, if needed, to help understand your bill and/or find assistance to meet your financial obligations.

**Interpretation Services Available**

If you speak a language other than English, language assistance services, free of charge, are available to you.

**French** **Français**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

**Spanish** **Español**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

**Chinese** **繁體中文**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

**Oromo** **Oroomiffa**

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

**Vietnamese** **Tiếng Việt**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

**Arabic** **العربية**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان

**Cambodian** **ខ្មែរ**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់ប្រើអ្នក។

**Russian** **Русский**

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

**Tagalog** **Filipino**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

**German** **Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung

**Thai** **ภาษาไทย**

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

**Nilotic** **Dinka/Thuojjan**

PIŊ KENE: Na ye jam ně Thuojjan, ke kuony yeně koc waar thook atö kuka lëu yök abac ke cin wënh cuatë piny.

**Korean** **한국어**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

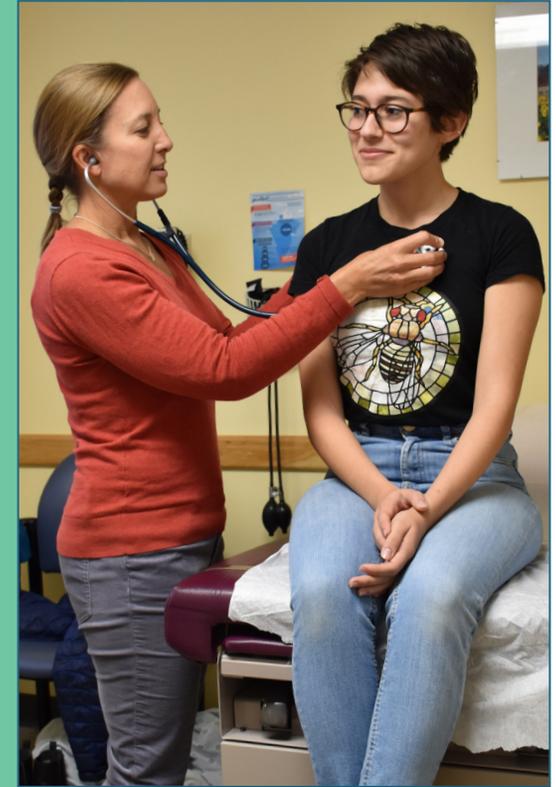
**Polish** **Polski**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej

**Japanese** **日本語**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます

**Patient Rights and Responsibilities**



*Mount Desert Island Hospital subscribes to the Patient's Bill of Rights and Responsibilities adopted by the American Hospital Association*



# As a patient of Mount Desert Island Hospital & Health Centers, you have the right to:

## Respectful, Safe Care

- Receive considerate, respectful and compassionate care.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
- Have a family member/friend and your provider notified when you are admitted to the hospital.
- Receive care in a safe environment, free from abuse and/or neglect (verbal, mental, physical or sexual).
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraints and seclusion unless needed for safety.
- Know the names and jobs of the people who care for you.
- Know when students, residents or other trainees are involved in your care.
- Have your culture and personal values, beliefs and wishes respected.
- Have access to spiritual services.
- Have access to the Patient Advocate upon request.
- Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
- Have access to a Patient Financial Counselor
- Request information about Hospital, physician, and outpatient charges.

## Communication & Support

- Receive communication assistance, such as foreign and sign language interpreters, as well as vision, speech and hearing assistance, free of charge.
- Get information from your provider about your diagnosis, your test results and potential and unanticipated outcomes of care.
- Ask questions and receive a timely response to your questions and/or requests.
- Have your pain assessed and managed appropriately.
- Be involved in your plan of care and discharge plan

or request a discharge plan evaluation at any time.

- Involve your family in decisions about your care.
- Refuse care.
- Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
- Ask for a support person to accompany you during exams, tests or procedures.
- Choose your support person and visitors and change your mind about who holds these privileges.
- Select someone to make healthcare decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

## Informed Consent & End of Life Decisions

- Give permission (informed consent) before any non-emergency care is provided, including risks and benefits of your treatment, alternatives to that treatment and the risks and benefits of those alternatives.
- Agree or refuse to be part of a research study without affecting your care.
- Agree or refuse to allow pictures to be taken for purposes other than your care.
- Create or change an advance directive (also known as a living will or durable power of attorney for healthcare).
- Have your organ donation wishes known and honored, if possible.

## Privacy & Confidentiality

- Have privacy and confidential treatment and communication about your care.
- Be given a copy of the HIPAA Notice of Privacy Practices, which includes information on how to access your medical record.

## Issues & Concerns

- Complain and have your complaint reviewed without affecting your care. If you have a complaint, you may talk to your care provider, nurse manager or department manager.
- You may contact the Patient Advocate with the contact information noted below.
- Please report complaints or suggestions in a factual and timely manner to Hospital administration or

representatives, either in person or by letter.

- While an inpatient, complaints may be initiated by requesting to speak to a charge nurse or nursing supervisor.
- Once discharged, complaints may be initiated by contacting:

### MDI Hospital Patient Advocate

P.O. Box 8

Bar Harbor, Maine 04609

Email: [patient.advocate@mdihospital.org](mailto:patient.advocate@mdihospital.org)

Phone: 207.288.5082, ext. 1112

Toll Free: 866.220.4563

- You may file a complaint with, or report an incident to the State of Maine about patient care, abuse, neglect, or misappropriation of patient property in the Hospital. Complaints may be filed with the State of Maine regardless of whether or not you have complained to the hospital itself. To file such a complaint, contact:

### Department of Health and Human Services

Division of Licensing & Certification

41 Anthony Avenue

Augusta, ME 04333-0011

Email: [dhrs.complaint@maine.gov](mailto:dhrs.complaint@maine.gov)

Fax: 207.287.9307

Toll Free: 800.383.2441

- Medicare beneficiaries may contact their regional Medicare Quality Improvement Organization:

### KEPRO Region 1

5700 Lombardo Center Dr.

Suite 100

Seven Hills, OH 44131

Email: [beneficiary.complaints@kepro.com](mailto:beneficiary.complaints@kepro.com)

Toll Free: 888.319.8452 TTY: 855.843.4776

Fax: 844.878.7921

- If you have questions or concerns about your bill, you may contact:

### MDI Hospital Patient Financial Counselor

P.O. Box 8

Bar Harbor, Maine 04609

Email: [financialcounselor@mdihospital.org](mailto:financialcounselor@mdihospital.org)

Fax: 207.288.8608

Phone: 207.288.5082, ext. 1202