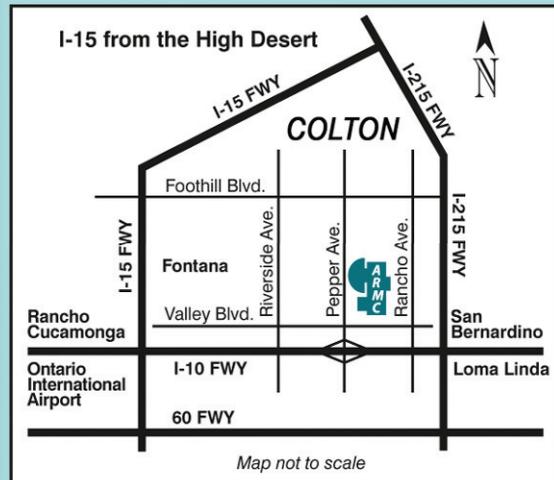


About ARMC

One of Southern California's premier hospitals, ARMC is located 50 miles east of Los Angeles at the foot of the San Bernardino Mountains. ARMC was founded as a charity hospital in 1877. Today it is a newer, progressive, 456-bed teaching hospital with a Level II Trauma Center and Burn Center.

The hospital is conveniently located off Interstate 10, just minutes away from several major cities and attractions in Southern California.



**The Heart Of A
Healthy Community**



Contact us at www.arrowheadmedcenter.org

72-82080-7C 5/15

Our Goal

Our goal is to provide you with quality medical care which is satisfactory to you. If you have a concern or complaint about the service, please tell us. Remember, if we do not know about your concern, we can not take care of it.



- First, ask your doctor or nurse for help. Often your problem can be solved immediately. If you are not satisfied or if others need to be involved, the supervisor will be contacted. If possible, the supervisor will resolve the complaint or will refer it to the person who can.
- You may contact the Grievance Coordinator at (909) 580-3535 or by e-mail patientadvocate@armac.sbcounty.gov if you wish to file a formal complaint.

- Complaints may also be directed to the **State of California**

Department of Public Health
Licensing and Certification
San Bernardino District Office
464 West 4th St., Suite 529
San Bernardino, CA 92395
1-855-804-4205
CDPH_LNC_SFS@cdph.ca.gov



Patient Responsibilities



You are responsible for:

- providing your caregiver with complete, accurate information about your health and your past medical history.
- asking your caregivers questions when you do not understand what treatment you are receiving or why.
- cooperating in a considerate, courteous manner with hospital personnel.
- being considerate of other patients.
- keeping all scheduled appointments.
- making appropriate arrangements to pay for services received and to comply with those arrangements.

*Your Rights
as a
Patient at*



*Our mission is to
provide quality health
care to the community.*

Patients or his/her representative have the right to:

- Participate in the development and implementation of his or her plan of care;
- Have his/her representatives (as allowed under state law) make informed decisions regarding his/her care. The patient's rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. A physician informs the patient or his/her representatives of the medical consequences of his/her refusal of any drugs, treatment, or procedure. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate;
- Formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- Have a family member or representative of his or her choice, and his or her own physician notified promptly of admission to the hospital.
- Receive care in a safe setting.
- Be free from all forms of abuse or harassment.
- The confidentiality of his/her clinical records pertaining to patient's care and stay in the hospital. To the extent required by law, written permission shall be obtained before the medical records can be made available to anyone not directly concerned with the patient's care. The patient will receive a separate "Notice of Privacy Practices" that explains their privacy rights in detail and how we may use and disclose their protected health information.
- Be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- Be fully informed of and to consent or refuse to participate in any unusual, experimental or research project without compromising his/her access to services.
- Have assistance in obtaining consultation with a physician other than the attending physician;
- Leave the hospital even against the advice of physicians to the extent permitted by law,
- Receive as much information about any proposed treatment or procedures as needed in order to give informed consent or to refuse a course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in this treatment, alternate courses of treatment or non-treatment and the risks involved in each and to know the name of the person who will carry out the procedure or treatment;
- Know the professional status of any person providing his/her care/ services.
- Know the reasons for any proposed change in the Professional Staff responsible for his/her care.
- Know the reasons for his/her transfer either within or outside the hospital.
- Know the relationship(s) of the hospital to other persons or organizations participating in the provision of his/her care.
- Access to the cost, itemized when possible, of services rendered within a reasonable period of time.
- Examine and receive an explanation of the bill regardless of the source of payment, including information regarding the source of the facility's reimbursement for his/her services, and of any limitations which may be placed upon his/her care.
- Be informed of the source of the hospital's reimbursement for services, and of any limitations which may be placed upon his / her care.
- Be informed of the right to have pain treated as effectively as possible.
- Receive the education needed to understand his/her pain and its treatment
- Access information contained in his/her clinical records within a reasonable time frame. The hospital must not frustrate the legitimate efforts of individuals to gain access to their own medical records and must actively seek to meet these requests as quickly as its record keeping system permits;
- Receive notice of his/her beneficiary discharge rights and notice on non-coverage rights. To receive a copy of their right to appeal premature discharge;
- Receive appropriate assessment of pain and optimum management of pain.
- Know a hospital must have written policies and procedures regarding the visitation rights of patients, including those setting forth any clinically necessary or reasonable restriction or limitation that the hospital may need to place on such rights and the reason for the clinical restriction or limitation. The hospital must:
- Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights, when he or she is informed of his or her other rights under this section.
- Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
- Not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
- The patient's family has the right of informed consent for donation of organs and tissues.
- Have provided to terminal patients and families all measures to assure comfort by treatment of symptoms, pain management and the acknowledgement of the psychological, social, emotional, cultural and spiritual concerns
- Reasonable continuity of care and to know in advance the time and location of appointment, as well as the identity of persons providing the care.
- Be informed of continuing health care requirements following discharge from the hospital and the means for meeting them.
- Select any post-hospital extended care providers, as long as they can provide appropriate care needed, such as hospice, home health care and nursing home placement.
- Know which hospital rules and policies apply to their conduct while a patient.
- Have access to an interpreter or communication assistive devices.
- Quality, considerate and respectful care given by competent personnel and to expect that professional standards are continually maintained.
- Exercise of these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status, or the source of payment for care.
- Considerate and respectful care.
- Receive information about the illness, the course of treatment and prospects for recovery in terms that the patient can understand.
- Have all patients' rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.
- Be informed of the grievance process including whom to contact to file a grievance. Phone number of the Patient Advocate is (909) 580-3535.
- Be informed that if they are not satisfied with the quality of care they received they may contact: California Department of Public Health, 464 West 4th Street, Suite 529, San Bernardino, CA 92401, (909) 383-4777.

AND/OR

Healthcare Facilities Accreditation Program,
c/o Complaint Department
142 E Ontario Street, Chicago, IL 60611
(312) 202-8298



Sometimes your rights may be limited in the interest of your treatment.

For example, your access to visitors may be restricted if you are very sick. If you or your family has questions, please ask your doctor or nurse. Also, the Medical Center may restrict your rights if this is necessary for your safety or the safety of other patients, the staff, physicians, or visitors.