

Patients' Responsibilities

At Highland Hospital, we believe patients and families are partners in ensuring that the best possible care is provided in a healthful, safe environment. We count on you to participate in your care in the following ways:

- To the best of their knowledge, provide accurate and complete information about their present symptoms, past illnesses, hospitalizations, medications and other matters relating to their health.
- Provide upon admission a copy of their health care proxy or any other advance directives or power of attorney forms, if they have them.
- Report any changes in their condition or anything that appears unsafe to their nurse or doctor.
- Ask questions if they do not clearly understand the proposed plan of care and what is expected of them.
- Follow the treatment plan that the patient and their doctor have developed. This may include following the instructions of nurses and other health care staff who are involved in their care.

Accept the consequences if they do not follow the treatment plan.

- Understand that requests for changes of provider or other staff based on race, ethnicity, religion, disability, age, sexual orientation or gender identity will not be honored. Requests for provider or staff changes based on gender will be considered on a case by case basis and only based on extenuating circumstances.
- Keep appointments. When they are unable to do so for any reason, notify the office appointment center in advance
- Provide accurate insurance information and promptly pay balances not covered by their insurance.
- Treat other patients and staff with consideration and respect.
- Be considerate of the rights of other patients and the hospital staff by assisting with the control of noise and the number of visitors to the hospital.
- Be respectful of the property of other persons and of the hospital.

Know that the following items and behaviors are not allowed at the hospital:

- Alcoholic beverages
- Weapons
- Smoking
- Illegal drugs
- Tobacco
- Electronic Cigarettes and emerging tobacco and nicotine products
- Any pictures, video, or audio in a patient care setting without expressed permission from staff
- Disruptive or violent behaviors

Additional Patient Rights:

You will be free from financial or other exploitation and have access to legal entities for appropriate representation self-help services and advocacy support services.

If you have questions, suggestions, or concerns or if you need help resolving a problem and would rather not share it with your nurse or another member of your health care team, please call Patient and Family Relations at (585) 341-9673 or send an email to PatientRelationsHH@urmc.rochester.edu. If something is bothering you, you can talk to us without being afraid that we will be upset with you. You will continue to get excellent care. If you are not satisfied with the response you get from us, you have the right to contact the New York State Department of Health. (We can provide that phone number.) And if our concerns cannot be resolved through the hospital or Department of Health, you may contact the Joint Commission online at <https://www.jointcommission.org/rcport> a complaint.aspx.

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