



▶ Patient Rights &  
Responsibilities

# Objectives

- Inform staff of patient rights and responsibilities
- Educate staff on how AAMC meets the regulatory requirements
- Provide resources for staff to assist patients with patient rights and responsibilities

# Background

- Maryland state law, the Center for Medicare and Medicaid Services, and The Joint Commission require every hospital to protect and promote patient rights
- Hospitals are required to:
  - Inform each patient (or patient representative if applicable) of their rights before providing or stopping care
  - Provide a written copy of the patient rights upon request
  - Provide training to hospital staff on patient rights

# What should be included in patient rights?

- At a minimum, patient rights should address:
  - Patient privacy and confidentiality
  - Informed decision making and informed consent
  - Visitation
  - Advance directives
  - Access to patient medical records
  - Complaint and grievance process
  - Freedom from:
    - Physical or mental abuse
    - Neglect
    - Harassment
    - Corporal punishment
  - Patient's right to expect and receive appropriate care
  - Communication in a way that the patient can understand

Source: Title 10 Maryland Dept of Health 10.07.01 Acute General Hospitals and Special Hospitals

# How does AAMC meet the requirements?

- Patient Rights and Responsibilities are posted throughout the hospital
- Written patient rights and responsibilities are provided to patients upon request
- Process for informed consent is in place
- Patients and representatives are notified of 24 hour visitation policy

# How does AAMC meet the requirements?

- Advance directives are available through the patient advocacy department
- The medical records department provides access to medical records
- A formal complaint and grievance process is in place through the patient advocacy department

# How does AAMC meet the requirements?

- Every staff member signs a confidentiality pledge
- All staff are notified of patient rights and responsibilities at hospital orientation
- The hospital has Spanish and Deaf interpreters on staff
- Telephone and video language devices are available 24 hours a day

# Resources

- Patient Advocacy: 443-481-4820
- Interpretation Services: 443-481-3801
- Click [here](#) to see the AAMC policy on Patient Rights & Responsibilities