



# PONDERA MEDICAL CENTER

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## **Patient Bill of Rights:**

Each patient has the right to:

- Prompt resolution of grievances, written or verbal and not be subject to discrimination or reprisal. Contact the HR Director, Director of Nursing or Administrator to document your grievance. You have the right to contact the Montana Department of Health and Human Services, Certification Bureau, as well, at 2401 Colonial Drive, PO Box 202953, Helena, MT. 59620-2953, [www.dphhs.mt.gov](http://www.dphhs.mt.gov), 406-444-4193 or 1-800-762-4618.
- Formulate an advance directive and have care providers comply with that directive. Complaints regarding compliance with your advance directive may be directed to the Administrator or the State Ombudsman Program as well, at PO Box 4210, Helena, MT. 59604, 1-800-332-2272 and ask for the State Ombudsman Program or 406-271-4191 for the Conrad, MT. Ombudsman office.
- Have a family member or representative of the patient's choice, as well as the patient's physician, be informed of the patient's admission to the hospital.
- Personal privacy, respect, dignity and comfort.
- Receive quality care in a safe setting.
- Be free of all forms of abuse, neglect, harassment or financial exploitation.
- Confidentiality of his/her records and health care information.
- Access to view or receive copies of his/her records within a reasonable time frame.
- Be free from physical or medication restraints of any form not medically necessary.
- Appropriate and professional quality health care services without discrimination based on race, religion, color, national origin, age, sex, handicap, sexual preference, impairment or infirmity.
- Request or refuse treatment and/or discontinue services at any time and to be informed of the consequences of such actions. This right should not be construed as a mechanism to demand the provision of services deemed medically unnecessary or inappropriate.
- Be informed of his/her health status/prognosis and participate in development and implementation of his/her plan of care to make informed decisions.
- Appropriate medical screening exam, stabilizing treatment, and if necessary, transfer to another facility.