



PATIENTS' BILL OF RIGHTS

The long-standing philosophy of the Sisters of Mercy who operate Mercy Physician Group has been to provide quality care while assuring individual dignity to all patients. In accordance with this philosophy, we are pleased to share with you our continuing beliefs regarding our mutual responsibilities.

Consistent with the policies and values inherent in the medical-moral convictions of this Catholic health care facility, as a patient you have:

1. The right to be informed of your patient rights in advance of furnishing or discontinuing patient care whenever possible.
2. The right to participate in the development and implementation of your plan of care.
3. A right to impartial access to treatment or accommodations that are available and medically indicated, regardless of race, creed, sex, national origin, religion, handicap, or age. The right to access Protective or Advocacy Services. The right to expression of your values and beliefs within the limits of Mercy Physician Group's Mission and Philosophy.
4. The right to be free from all forms of abuse or harassment.
5. The Right to file a Patient Grievance regarding any issue pertaining to the care you receive. A Patient Grievance must be in writing. Any employee of Mercy Physician Group can assist you in filing a Patient Grievance or you can contact a Clinic Manager or the Executive Director. All Patient Grievances will be investigated. A patient who files a Patient Grievance will receive written notice of the resolution of the grievance within thirty (30) days of filing the grievance. This notification will include the name of the contact person at Mercy Physician Group, the steps taken to investigate the grievance and the date the investigation was completed. Regardless of whether a Patient Grievance is filed, a patient may also express his or her concerns regarding quality of care, premature discharge, or any other matter, to:

Idaho Bureau of Facility Standards
450 W. State Street
Boise, Idaho 83720
(208) 334-6626

6. The right to be free from restraints and seclusion of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
7. The right to receive care in a safe setting.
8. The right to obtain from your doctor or his/her designee, complete information, in common language, concerning your care and your continuing health care requirements.

9. You or your representative have the right to make informed decisions regarding your care, including being informed of your health status, involved in care planning and treatment and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.
10. A right to know the names of all doctors and other professionals participating in your care and to know which doctor is coordinating your care.
11. The right to personal privacy.
12. A right to effective communication including interpreters for non-English speaking, as well as, standard practices for hearing, speech and the vision impaired.
13. A right to cost information of proposed care and to receive an explanation of your bill, regardless of the source of payment.
14. The right to prompt and orderly transfer to the care of others when your needs or request for treatment or service cannot be met and to be informed before transfer to another health care facility of the need for and the alternatives to transfer.
15. The right to formulate advance directives and to have MPG staff and comply with these directives.
16. The right to discuss ethical issues concerning your care with a Mercy Physician Group physician or Medical Director.
17. The right to the confidentiality of your clinical records.
18. The right to access information contained in your clinical records within a reasonable time.