

**PATIENT RIGHTS AND RESPONSIBILITIES**  
**MIRGAA FI DIRQAMA DHUKKUBSATAA**  
**(Hospital - Revised May, 2022)**  
**( - 2022)**

**PATIENT RIGHTS:**

**MIRGOOTA DHUKKUBSATAA:**

As our patient, we have the responsibility to respect, protect, and promote your rights. You are a key member of your Health Care Team and you have the right to:

Dhukkubsataa keenya ta'uu keessaniin, dirqama sin kunuunsuu, eeguu, fi mirga keessan kabajuu ni qabna. Ati miseensa cimaa Gartuu Kunuunsa Fayyaa yoo taatu mirgoota armaan gadiis qabda:

- Receive safe, quality care through the services that the hospital provides.
- Kunuunsa nageenyaa fudhachuu, kunuunsa sadarkaa isaa eeggate karaa tajaajila hospitaalichi kennu fudhachuu.
- Receive care and have visitation privileges without being discriminated against because of age, race, color, national origin, language, religion, culture, disability, sex, gender identity or expression, sexual orientation, or ability to pay.
- Umrii, gosa, bifa, hidda dhalootaa, afaan, amantaa, aadaa, qaama miidhamumaa, koorniyaa, ilaalcha saalaa yookaan agarsiisa isaa, dhaabbii ilaalcha saalaa, yookaan dandeettii kaffaltii irratti hundaa'un osoo looggiin hin taasifamin kunuunsa argachuu fi carraa ilaalamuu argachuu.
- Choose who can and cannot visit you, without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability. You may withdraw or deny consent for visitation at any time.
- Eenyu akka si daawwatu fi daawwachuu hin qabne filachuu, osoo walitti dhufeenya seeraa, gosa, halluu, hidda dhalootaa, amantaa, saala, dhaabbii ilaalcha saalaa, koorniyaa ilaalcha saalaa yookaan qaama miidhamtummaa irratti osoo hin hundaa'in filadhu. Fedhii daawwannaa yeroo kamittuu dhaabuu yookaan diduu ni dandeessa.
- Be informed when the hospital restricts your visitation rights for your health or safety, or the health or safety of patients, employees, physicians or visitors.
- Yeroo hospitaalli dhorkaa daawwannaa sababa fayyummaa keef yookaan nagummaa keef, yookaan fayyummaa yookaan nagummaa dhukkubsataaf, hojjettootaaf, ogeeyyii fayyaaf yookaan daawwattootaaf taasisu quba qabaachuu.
- Be informed of the hospital's policies about your rights and health care.
- Imaammata hospitaalaa waa'ee mirga kee fi kunuunsa fayyaa kee quba qabaachuu.

- Be treated with respect and dignity and be protected from abuse, neglect, exploitation and harassment.
- Kabajaa fi ulfinaan yaalamu, miidhaa, balaa fi qoccolloo irraa eegamuu.
- Have your own physician and/or a family member, support person, or other individual be notified promptly of your admission to the hospital.
- Ogeessa yaalaa fi/yookaan miseensa maatii, nama si deeggaru, yookaan namoota dhuunfaa sirnaan hordoffii yaalaa kee beeksisamuu qaban qabaachuu.
- Know the names and roles of hospital staff caring for you.
- Maqaa fi gahee hojii miseensa hospitaalaa kunuunsa siif taasisan beeki.
- Have a family member, support person, or other individual present with you for emotional support during the course of your stay, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- Yeroo asi turtutti yoo argamni nama dhuunfaa kee mirga namoota biro dhiiba, nageenya isaanii jeeqa, yookaan akka karaa fayyaatti yookaan yaalaan dhorkaa yoo ta'e irraan kan hafe miseensa maatii, namoota si deeggaran, yookaan namoota dhuunfaa biro yeroo turtii keetti si deeggaran qabaadhu.
- Have a family member, support person, or other individual involved in treatment decisions or make health care decisions for you, to the extent permitted by law.
- Miseensa maatii, namoota si deeggaran, yookaan namoota dhuunfaa biroo kanneen murtoo yaalaa kee keessatti hirmaatan yookaan murtee kunuunsa fayyaa siif kennan, karaa seeraan akka eyyamameetti qabaachuu.
- Have an Advance Directive (health care directive, durable power of attorney for health care, or living will) that states your wishes and values for health care decisions when you cannot speak for yourself.
- Qajeelfama Olaanaa (qajeelfama kunuunsa fayyaa, aangoo abukaattoo kunuunsa fayyaa keef, yookaan dookumetii seeraa qoricha dhukkubsataan tokko fudhachuu qabuu fi hin qabne agarsiisu) kanneen hawwii fi gatii murtii kunuunsa fayyaa kee yeroo ati ofiif hin dubbannetti siif dubbatan qabaachuu.
- Be informed about your health problems, treatment options, and likely or unanticipated outcomes so you can take part in developing, implementing and revising your plan of care and discharge planning. Discharge planning includes deciding about care options, choice of agencies or need to transfer to another facility.
- Karoora kunuunsa fi karoora mana yaalatii bahuu bocuu, hojiirra oolchu fi fooyyessuu keessatti hirmaachuu akka dandeessutti waa'ee rakkoo fayyaa keetii, filannoowwan waldhaansaa wantoota mudachuu danda'anii quba qabaachuu. Mana yaalatii bahuu karoorsuu murtoo filannoo kunuunsa jiran kan murteessu, filannoo dhaabbilee bakka bu'anii yookaan gara dhaabbata biraatti akkamiin akka dabarsan kan dabalatu dha.
- Have information about the outcome of your care, including unanticipated outcomes.
- Bu'aa hin eegamne/waan osoo itti hin eegamin mudachuu danda'u dabalatee waa'ee bu'aa waldhaansa keetii odeeffannoo argachuu.

- Request, accept and/or refuse care, treatment or services as allowed by hospital policy and the law, and be informed of the medical consequences of your any refusal of care.
- Akkaataa imaammataa fi seerri hospitaalaa eeyyamutti yaala yookaan tajaajila gaafachuu, fudhachuu fi/yookan kunuunsa diduu, akkasumas miidhaa fayyaa sababa kunuunsa diddeef sirra ga'u quba qabaachuu.
- Ask for a change of care provider or a second opinion.
- Ogeessi fayyaa akka siif jijjiiramu yookin doktara bilaatin ilaalamuu gaafadhu.
- Have information provided to you in a manner that meets your needs and is tailored to your age, preferred language, and ability to understand.
- Kunuunsi siif dhiyaatu haala fedha kee kan guutu ta'uu isaa, umrii, qooqa filattu, fi dandeettii hubannaa kee waliin kan wal simu ta'uu isaa hubannoo aragachuu.
- Have access to an interpreter and/or translation services to help you understand medical and financial information.
- Odeeffaannoo waldhaansa fi faayinaansii hubachuuf akka si gargaaruf tajaajila nama afaan hiikuu fi/yookin turjumaanaa argachuu.
- Have your pain assessed and managed.
- Dhukkubbiin kee kan madaalamee fi to'atame ta'uu qaba.
- Have privacy and confidentiality when you are receiving care.
- Yeroo kunuunsa fudhattutti iccitiin kee kan eegame ta'uu qaba.
- Practice and seek advice about your cultural, spiritual and ethical beliefs, as long as this does not interfere with the well being of others.
- Waa'ee aadaa, amantaa fi ilaalcha sanyii kee irratti shaakalaa fi gorsa barbaaduu dandeeessa hanga mirga kanneen birootti hin buunetti.
- Request religious and spiritual services.
- Tajaajila amantaa fi hordoffii amantii kee gaafadhu.
- Request a consult from the Ethics Committee to help you work through difficult decisions about your care.
- Koreen Namuusaa hojii murtoo waa'ee kunuunsaa kee irratti akka si gargaaraniif gorsa gaafadhu.
- Consent or refuse to take part in research studies as well as recordings, films or other images made for external use.
- Qorannoo akkasumas waraabii, fiilmii yookaan suuraalee biroo tajaajila biroo fayyadaman irratti hirmaachuu kee irratti walii gali yookaan didi.
- Be free from restraints or seclusion, unless medically necessary or needed to keep you or others safe. If necessary, any form of restraint or seclusion will be performed in accordance with safety standards required by state and federal law.

- Hanga mana yaalatti dirqama hin jennetti yookaan hin barbaachisnetti qobaatti of baasuu yookaan of dhorkuu irraa bilisa ta'uu dandeessa. Yoo dirqama ta'e, qofaatti of baasuun akkaataa sadarkaa nageenyaa naannoo fi federaalaatti barbaadametti kan raawwatamu ta'a.
- Have a safe environment, including zero tolerance for violence, and the right to use your clothes and personal items in a reasonably protected environment.
- Naannoo nagaa ta'e kan wal dhabdee irraa bilisa ta'e, fi mirgi uffataa fi wantoota dhuunfaa kee akka feetetti naannoo nageenyi isaa eegametti itti fayyadamtu qabaachuu.
- Take part in decisions about restricting visitors, mail or phone calls.
- Waa'ee murtoo dhorkaa daawwattootaa, ergaa fi bilbilaa irratti hirmaadhu.
- Receive protective oversight while a patient in the hospital, and receive a list of patient advocacy services (such as protective services, guardianship, etc.)
- Yeroo dhukkubsataan hospitaalaa keessa jiruutti ilaalcha eegumsa gaarii argachuu, fi tajaajilawwan mirgoota dhukkubsataa (kanneen akka tajaajila eegumsaa, eegdotaa, fi kkf) fudhadhu.
- Receive compassionate care at the end of life.
- Xumura jireenyaatti kunuunsa jajjabinaa argachuu.
- Donate, request or refuse organ and tissue donations.
- Arjooma qaamaa yookin tishuu kennuu, gaafachuu yookin diduu.
- Review your medical record and receive answers to questions you may have about it. You may request amendments to your record and may obtain copies at a fair cost in a reasonable time frame.
- Galmee fayyaa kee gulaaluunii fi gaaffii qabdaniif deebii argadhaa. Galmeen keessan akka fooyya'uuf gaafachuu dandeessu fi galagalcha isaa yeroo murtaa'a fi gatii madaalaman argachuu dandeessu.
- Have your records kept confidential; they will only be shared with your caregivers and those who can legally see them. You may request information on who has received your record.
- Galmee keessan iccitiin eegamuu; kanneen kunuunsa isiniif kennanii fi seeraan akka ilaalaniif eyyamameef qofaf odeeffannon keessan kennama. Odeeffannoo waa'ee galmeen keessan eenyu bira akka jiruu gaafachuu dandeessu.
- Receive a copy of and details about your bill.
- Kaffaltii baastan koppii isaa fi bal'ina isaa fudhachuu.
- Ask about and be informed of business relationships among payors, hospitals, educational institutions, and other health care providers that may affect your care.
- Walitti dhufeenya hojii kannen kaffalanii, hospitaalaa, dhaabbilee barnootaa, fi dhiyessitoota kunuunsa fayyaa kan kunuunsa kee miidhuu danda'u odeeffachuu.

- Know the hospital's grievance process and share a concern or grievance about your care either verbally or in writing and receive a timely written notice of the resolution. If you have a grievance or concern, please contact (Enter entity-specific instructions, including number) at \_\_\_\_\_. You may also contact:
- Adeemsa dhiyeessa komii hospitaalaa fi komiin afaaniin yookaan barreeffamaan akkamiin akka dhiyaatu fi akkamiin yaadachiistuu barreeffamaa akka dhiyeessan beekaa. yaada yookin komii yoo qabaatte,, adaraa (Qabiyyee Seensaa-qajeelfama addaa, lakkoobsa dabalatee) karaa \_\_\_\_\_ quunnamaa. Itti dabalataanis kan isin quunnamuu dandeessan:

Missouri Department of Health & Senior Services  
 Health Services Regulation  
 P.O. Box 570  
 Jefferson City, MO 65102-0570  
 Phone: 1-573-751-6303

Missouri Department of Health & Senior Services  
 Health Services Regulation  
 Lakkobsa Saanduqa Poostaa 570  
 Jefferson City, MO 65102-0570  
 Bilbila: 1-573-751-6303

The Joint Commission  
 Office of Quality Monitoring  
 One Renaissance Boulevard  
 Oakbrook Terrace, IL 60181  
 Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
 Fax: 1-630-792-5636  
 Complaint Line: 1-800-994-6610

The Joint Commission  
 Office of Quality Monitoring  
 One Renaissance Boulevard  
 Oakbrook Terrace, IL 60181  
 Imeelii: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)  
 Faaksii: 1-630-792-5636  
 Toora komii itti dhiyeessan: 1-800-994-6610

Livanta LLC  
 BFCC-QIO Program, Region 7  
 10820 Guilford Rd, Suite 202  
 Annapolis, Junction, MD 20701-1105  
 Phone: 1-800-634-4557, Ext. 2470

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10820 Daandii Guilford, Suite 202  
Annapolis, Junction, MD 20701-1105  
Lakkoofsa bilbilaa: 1-800-634-4557, Ext. 2470

## **PATIENT RESPONSIBILITIES**

### **DIRQAMOOTAA DHUKKUBSATAA**

You and/or your family member, support person, or other designated individual acting on your behalf have the responsibility to:

Atii fi/yookaan miseensi maatii, namni si deeggaru, yookaan namni bakka bu'e kan biraa itti gaafatamummaa kanneen armaan gadii raawwachuu qaba:

- Provide correct and complete information about yourself and your health, including present complaints, past health problems and hospital visits, medications you have taken and are taking (including prescriptions, over-the-counter and herbal medicines), and any other information you think your caregivers need to know.
- Odeeffannoo waa'ee kee sirrii fi guutuu ta'ee fi waa'ee fayyaa kee, komee yeroo ammaas dabalatee, rakkoo fayyaa kan darbee fi daawwannaa hospitaalaa, haala fudhannaa qorichaa kan darbee fi amma fudhachaa jirtuu (barreeffama ajajaa, ajaja malee kan bitamuu fi qoricha aadaa dabalatee), fi odeeffannoo kanneen biroo kunuunsitoonni kee kennan kan ati beekuu qabdu.
- Follow your agreed-upon care plan and report any unexpected changes in your condition to your doctor.
- Karoora kunuunsaa kee irratti walii galte hordofi, yoo jijjiiramni hin eegamne si mudate ogeessa yaalaakeetti gabaasa dhiyeessi.
- Ask questions when you do not understand your care, treatment, and services or what you are expected to do. Express any concerns about your ability to follow your proposed care plan or course of care, treatment, and services.
- Kunuunsa, waldhaansa, fi tajaajilawwan yookin waanta gochuun sirraa eegamu hin hubanne yoo ta'e, gaaffii gaafadhu. Karoora kunuunsaa yookin adeemsa kunuunsaa, waldhaansa fi tajaajilawwan siif kenname hordofuu irratti yaaddoo dandeettii qabdu ibsachuu.
- Accept consequences for the outcomes if you do not follow the care, treatment, and service plan.
- Yoo kunuunsa, yaalaa fi karoora tajaajila kee hin hordofnee bu'aa sirra gahu fudhachuu akka qabdu irratti walii gali.
- Speak up and share your views about your care or service needs and expectations, including your pain needs and any perceived risk or safety issues.

- Ilaalcha kunuunsaa irratti qabdu yookaan tajaajila si barbaachisuu fi maal akka yaadde yaada kee ibsadhu akkasumas dhukkuubbii keetif waan barbaachsiu fi balaa dhufuu danda'u fi rakkoo nageenyaa ibsadhu.
- Provide correct and complete information about your Advance Directive if you have one and provide a current copy.
- Waa'ee Qajeelfama Waldhaansa Fayyaa (Advance Directive) kee odeeffannoo sirrii fi guutuu ta'e shiyeessi, yoo qabaatte, garagalcha isaa dhiyeessuu.
- Respect the rights, property, privacy, dignity, and confidentiality of patients and others in the hospital.
- Mirga, qabeenyaa, iccitii, ulfina, fi qofaatti waan qabamuu qabu odeeffannoo dhukkubsattoota fi kanneen biroo hospitaalicha keessa jiran kunuunsuu.
- Be respectful in your interactions with other patients, employees, physicians and visitors without regard to age, race, color, national origin, language, religion, culture, disability, socioeconomic status, sex, gender identity or expression, or sexual orientation.
- Osoo umrii, gosa, bifa, hidda dhalootaa, afaan, amantaa, aadaa, qaama miidhamumaa, koorniyaa, ilaalcha saalaa yookaan agarsiisa isaa, dhaabbii ilaalcha saalaa isaa irratti hin hundaa'in dhukkubsattoota, hojjetoota, ogeessota fayyaa fi daawwattootaf kabaja kennaa.
- Follow instructions, hospital policies, rules and regulations which include respecting property and helping control noise.
- Qajeelfamoota, imaammata hospitaalaa, seeraa fi ittin bulmaata kanneen kunuunsa qabeenyaa fi sagalee ofii illee to'achuu dabalatan hordofuu.
- Leave your valuables and personal belongings at home, have your family members take them home, or have them placed with Security until you are discharged.
- Wantoota yookaan qabiyyee kee kanneen ta'an manatti dhiisaa, miseensi maatii kee manatti fuudhanii akka galan taasisaa, yookaan hanga isin baatanitti iddoo gaarii akka isiniif kaa'an taasisaa.
- Keep our environment tobacco-free. You may not use any tobacco products while inside or outside this health care facility.
- Naannoo keenya tamboo aarsuu irraa bilasa taasisuu. Bu'uura fayyaa kana keessa yeroo jirtus ta'ee alatti omishaalee tamboo kamiyyuu fayyadamuu dhiisuu malta.
- Keep a safe environment free of drugs, alcohol, weapons, and violence of any kind, including verbal intimidation.
- Naannoo keessan qorichota sammuu namaa hadoochan, alikoolii, meeshaalee waraanaa, fi balaa kam irraa, arrabsoo jechaa dabalatee irraa of eegaa.
- Provide correct and complete information about your financial status as best you can and promptly meet any financial obligations to the hospital.
- Hanga danda'amaa ta'etti waa'ee sadarkaa galii keetii odeeffannoo sirrii fi guutuu ta'e dhiyeessuu akkasumas hospitaalicha keessatti kaffaltiiwwan kaffaluun kan sirraa eegamu guutuu.

- For more information about your Patient Rights and Responsibilities, please call (Entity information)
- Odeeffannoo dabalataa waa'ee Mirga Dhukkubsataa fi Dirqama isaa argachuuf adaraa (Odeeffannoo Seensaa) bilbilaa