

McLeod Health

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Ethical Issues In Patient Care

McLeod Health is an ethical organization. An Ethics Committee appointed by the president of McLeod addresses complex ethical issues that may arise in determining the welfare of patients. Committee members include physicians, nurses, hospital staff, chaplains and community representatives, possessing a variety of perspectives. They are available to advise patients and their families on patient care decisions involving ethical issues.

To obtain assistance from Ethics Committee members, dial "0" within the hospital (or 843-777-2000 outside) and ask the hospital operator to page the nursing supervisor.

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Patient Bill of Rights

(This applies to children and adults)

1. The patient has the right to considerate, safe, and respectful care, free from abuse (mental, physical, sexual, or verbal) neglect, harassment, and exploitation. The patient also has the right to freedom from seclusion and restraints unless clinically necessary.
2. The patient and/or their legal representative has the right to expect his or her condition will be assessed as appropriate, and a plan of care developed and implemented to address his or her health care priorities. This plan of care will include, but not be limited to, the management of pain and discomfort, the provision of safety, the provision of nutrition, and patient education for self-care, all where appropriate. The patient has the right to and is encouraged to obtain information from physicians and other caregivers concerning diagnosis, treatment, and prognosis. Patients have the right to know the identity of physicians, nurses and others involved in their care as well as when those involved are students, residents, or other trainees. The patient also has the right to know the immediate and long-term financial implications of treatment choices, as far as they are known.
3. The patient has the right to make decisions about the plan of care prior to and during the course of treatment and to refuse a recommended treatment or plan of care to the extent permitted by law and hospital policy and to be informed of the medical consequences of this action.
4. The patient or their family has the right to have an advance directive concerning treatment or to designate a surrogate decision maker with the expectation that the hospital will honor the intent of that directive to the extent permitted by law and hospital policy.
5. The patient has the right to every consideration of privacy in an environment that preserves dignity and contributes to a positive self-image.
6. The patient has the right to expect that all communications and records pertaining to his or her care will be treated as confidential by the hospital, except in cases such as suspected abuse and public health hazards when reporting is permitted or required by law. The patient may decide to have the hospital notify a family member and his or her own physician. This is initiated by asking the patient's caregiver.
7. The patient has the right to review the records pertaining to his or her medical care and to have the information explained or interpreted as necessary, except when restricted by law.
8. The patient has the right to expect that, within its capacity and policies, a hospital will make reasonable response to the request of a patient for appropriate and medically indicated care and services. The hospital must provide evaluation, service and/or referral as indicated by the urgency of the case. When medically appropriate and legally permissible, or when a patient has so requested, a patient may be transferred to another facility. The patient must also have the benefit of complete information and explanation concerning the need for, risks, benefits, and alternatives to such a transfer.
9. The patient has the right to ask and be informed of the existence of business relationships among the hospital, educational institutions, other health care providers or payors that may influence the patient's treatment and care.
10. The patient has the right to consent to or decline to participate in proposed research studies or human experimentation affecting care and treatment or requiring direct patient involvement, and to have those studies fully explained prior to consent.
11. The patient has the right to expect reasonable continuity of care when appropriate and to be informed by physicians and other caregivers of available and realistic patient care options when hospital care is no longer appropriate.
12. The patient has the right to be informed of hospital policies and practices that relate to patient care, treatment, and responsibilities.
13. The patient has the right to receive visitors whom he or she designates. The patient has the right to withdraw or deny such consent at any time. McLeod Health will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, age, religion, sex, gender identity, sexual orientation or disability and will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
14. The patient and their family or appointed caregiver has the right to effective communication which includes written and verbal information as appropriate to age, understanding and to the language of the patient. The hospital provides free of charge those services required by patients with impairments in vision, speech, hearing, language, and cognition. To ensure effective communication, the hospital utilizes services such as qualified on-site interpreters, written materials, closed caption decoders, Language Line, and TTY's. To further enhance communication, a Video Interpretive Service (VIS) is also available at select locations within the hospital system. If you or your family needs such services, please contact the Nursing Supervisor in your area of treatment by calling (843) 777-2000. McLeod Physician Associates patients or family members can access these services by contacting the applicable medical practice manager.



If you wish to obtain information on the grievance process of McLeod Health or place a complaint, please contact the Nursing Supervisor in your area of treatment by calling (843) 777-2000. You may also send an email by going to www.mcleodhealth.org/contact-mcleod-health/. The public may also directly contact the South Carolina Department of Public Health (DPH), Accreditation Commission for Health Care (ACHC), and/or Det Norske Veritas (DNV) to report any concerns or complaints. To contact DPH, call (803) 545-4370 or (800) 922-6735; or submit a complaint electronically at dph.sc.gov; or mail information to 2100 Bull Street, Columbia, SC 29201. To contact ACHC, call (855) 937-2242; or submit a complaint electronically at www.achc.org. To contact DNV, call (866) 496-9647; email information to hospitalcomplaints@dnv.com; or submit a complaint electronically at <https://hospitalcomplaint.dnv.com>; or mail information to DNV Healthcare Complaints, DNV Healthcare USA, Inc., 4435 Aicholtz Rd. Suite 900, Cincinnati, OH 45245.

McLeod Health complies with Federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, age, sex, religion, gender identity or sexual orientation.