

Environment of Care

Ascension Providence Rochester Hospital

Abuse and Neglect:

APRH staff must report any suspected abuse, exploitation or endangerment of any patient to their immediate supervisor. This may be suspected child abuse or elder abuse. Please refer to the “Abuse and Neglect : Report” policy.

A Patient’s Bill of Rights:

Each patient has the right to considerate and respectful care, along with other rights, while being treated at APRH. Please refer to the “Patient Rights and Responsibilities” policy.

Confidentiality:

Every patient has the right to privacy. Please remember not to discuss patients in the elevators, cafeteria or other public places. Please refer to the “Confidentiality of Information” policy.

Corporate Compliance:

The objective of APRH’s Corporate Compliance Program is to operate in compliance with federal, state and local laws and regulations and to avoid wrongdoing, whether by intent, mistake or misadventure. To report any suspected fraud or abuse please email;

compliance.michigan@ascension.org

Cultural Diversity / Sensitivity:

Each patient has the right to culturally and linguistically appropriate health care services. Culture and language have considerable impact on how patients access and respond to health care services. To ensure equal access to quality health care for diverse populations, APRH offers transcultural resources by providing interpreter services and translation.

Security:

1. In the event of any security emergencies, pick up any in-house phone, dial “**999**” and request security “**STAT**” to your location. Be prepared to provide responding security personnel with all the information you have regarding the incident.
2. For non-emergency Security concerns, call ext. 5396 anytime.
3. The Security Services Department provides escort services to employees 24 hours a day.
4. Remember to promptly report any suspicious persons and/or occurrences to Security ext. 5396
5. Practice “Crime Prevention”. Never leave your valuables unprotected or unattended while at work. Lock them up in a safe location.
6. Encourage patients to secure valuables in the hospital safe or to send them home with family.
7. Always wear your ID badge while you are on duty.
8. If a crime or security incident occurs in your area, promptly report it to Security at ext. 5396. This is especially important if you are threatened while on duty.
9. If you witness a fight or violent occurrence, **do not attempt to intervene!** Call Security immediately using the “**999**” emergency extension