



Luminis Health: A Culture of Mutual Caring Agreement

To provide the best patient and family-centered care possible, Luminis Health embraces an approach which values respectful interactions between the clinical care team and those we serve. This approach involves establishing mutual rights and responsibilities between Luminis Health staff, our patients, family members and their friends.

Physician and Health Care Team Duties

1. Provide treatments and prescribe medicines according to the standard of care for your medical condition
2. Respect your privacy and dignity
3. Deliver care in a professional and respectful manner
4. Use professional experience and skill to care for you to achieve the best outcomes possible
5. Provide you with medical information that is required to assist you in understanding your medical condition and prognosis
6. Explain treatment options, including risks and benefits
7. Partner with you and/or your family to make informed treatment decisions

Patient, Family, Visitor Responsibilities

1. Treat all staff with respect and dignity at all times
2. Use appropriate and normal tone of voice when talking to staff
3. Refrain from verbal threats, profanities, or abusive language
4. Not pressure or bully staff with demands to provide care that is not medically indicated
5. Cooperate with the established care plan
6. Cooperate with discharge planning and instructions
7. Refrain from any behaviors that 'disturb the peace' of other patients/visitors/staff

THESE EXPECTATIONS WILL BE ENFORCED.

For support, patients and family members may contact **Patient Relations at 443-481-6890** or **page Ethics by calling 443-481-1000.**