

Being an Effective Partner

One of the best ways to be an effective partner in your medical care and treatment is to be an informed patient. This “Patient’s Bill of Rights and Responsibilities,” taken from the formal document approved by the Medical Center’s administration, is aimed at helping you, the patient, become an informed member of the health care team. During your stay, whenever you are confronted with something you don’t understand—whether it’s a diagnosis or a medical procedure or simply how to find the cafeteria—be sure to ask questions of your physician, nurse or any other staff member.

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Your Rights and Responsibilities

Helping you become an
informed member of your
health care team

Patient’s Bill of Rights

As a patient, you have the right:

- a. to have cultural, personal values, spirituality, beliefs, and preferences respected;
- b. to considerate and respectful care given by competent personnel with regard to personal dignity and that contributes to a positive self-image;
- c. to quality care and professional standards that are continually maintained and evaluated;
- d. to have impartial access to the resources of the facility indicated for your care without regard to race, ethnicity, religion, culture, language, socioeconomic status, functional status, physical or mental disability, age, sex, sexual orientation, gender identity, gender expression, or source of payment;
- e. to receive information in a manner you can understand; qualified spoken and sign language interpreters and communication assistive devices will be provided by Language Services as needed at no cost;
- f. to hear from your physician a full explanation when there is an unanticipated outcome of care, treatment and services; and to expect that subsequent required reporting and analysis will occur as well as any applicable financial considerations;
- g. to be informed of the facility rules and regulations that apply to your conduct as a patient and to receive materials in advance of furnishing or discontinuing care whenever possible regarding hospital rules and regulations, patient’s rights and complaint/grievance mechanisms;
- h. to be given the name of the physician or other practitioner(s) who have primary responsibility and/or will provide your care, treatment, or services;
- i. to be informed about the potential benefits/outcomes; general nature, risks and alternative of any care, treatments, and services prescribed for you so that you or your authorized representative can participate in current and future health care decisions and give informed consent prior to the event, except for emergencies;
- j. to expect emergency procedures to be implemented without unnecessary delay;
- k. to, in collaboration with your physician, caregivers and family as desired, make decisions involving your health care, and participate in the development and implementation of your plan of care including the right to refuse treatment including forgoing or withdrawing life sustaining treatment or withholding resuscitative services to the extent permitted by law and to be informed of the medical consequences of this action;
- l. to be provided education about pain and pain management measures including pharmacological and non-pharmacological interventions for pain management; a concerned staff committed to pain prevention and management; a staff that believes your reports of pain and who will respond promptly to your reports of pain; and pain management that will be regularly reassessed and modified to achieve optimal pain control;
- m. to not be awakened by hospital staff unless medically necessary and to medical and nursing treatment that avoids unnecessary physical and mental discomfort and needless duplication;
- n. to be provided access to spiritual care in a manner consistent with your faith and religious tradition;
- o. to assistance in obtaining consultation with another physician at your request and expense;
- p. to expect your personal privacy to be respected, consistent with the care prescribed for you and to expect all communications, video recordings and images pertaining to your care to be kept confidential in accordance to HIPAA and other regulatory guidance;

Patient's Bill of Rights continued

As a patient, you have the right:

- q. to request a discharge planner; and to expect that the facility will provide a mechanism whereby you are informed upon discharge of your continuing health care requirements following discharge and the possible means for meeting them;
 - r. when medically permissible, to be transferred to another facility only after you have been given complete information and explanation concerning the needs for and alternatives and risks to such transfer;
 - s. to be given the benefit of participation in clinical training programs offered by the institution;
 - t. to be informed of any human experimentation research or donor programs the hospital may propose which would affect your care or treatment so that you or your authorized representative can give consent prior to the event; refusal to participate will not jeopardize access to care and treatment not related to research;
 - u. to examine and receive an explanation of your bill, regardless of source of payment and to identify available financial information;
 - v. to participate in the consideration of ethical issues that arise in your care and to formulate advance directives; WFBMC will respect your Advance Health Care Directives. Complaints related to Advance Directive requirements may be filed with the state survey and certification agency;
 - w. to expect your rights and responsibilities to be extended to your authorized representative if you are unable to act on your own behalf;
 - x. to speak with your physician or nurse or to contact Patient and Family Relations for assistance in the resolution of any concerns or complaints you have regarding your care; grievances (written or verbal) may be filed with Patient and Family Relations.
- Information regarding how to lodge a grievance with governing state agencies and The Joint Commission is noted below and also available in Patient and Family Relations;
 - y. upon request, to have a family member/ representative of your choice and your own physician notified promptly of your admission to the facility;
 - z. to receive visitors whom you designate including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Visitation privileges will not be restricted/limited on the basis of race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, or disability. You may withdraw or deny such consent at any time;
 - aa. to not be denied access to an individual or agency who is authorized to act on your behalf or assert or protect your rights;
 - bb. to receive care in a safe setting and be free from all forms of neglect, exploitation, harassment and all types of abuse;
 - cc. to be free from restraints of any form that are not medically necessary or are used as a means for coercion, discipline, convenience, or retaliation by staff;
 - dd. upon request, have access to, request amendment to, and obtain information on disclosures of your health information in accordance with applicable laws and regulations. The Medical Center's Notice of Privacy Practices provides information about these rights, including limitations on them. The Medical Center's Privacy office may also be contacted for information; and
 - ee. to access protective and advocacy services.

Patient's Responsibilities

As a patient, you in turn have the responsibility:

- a. to know and follow hospital rules and regulations;
- b. to give cooperation and to follow the care for which you have given consent and which was prescribed or recommended for you by your physician, nurse, or allied health professional;
- c. to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalization, medications, and other matters relating to your health; and to report any perceived risks in your care and any unexpected changes in your condition;
- d. to follow the care, treatment and service plan developed and to express any concerns about your ability to follow the proposed care plan or course of care, treatment and services;
- e. to support mutual consideration and respect by maintaining civil language and conduct in interactions with all staff and care providers;
- f. to have your treatment plan adapted to your specific needs and limitations; and if such adaptations are not recommended, you and your family will be informed of the consequences of the care, treatment and service alternatives and not following the proposed course;
- g. to accept the outcomes of not following the care, treatment, and service plan;
- h. to notify your physician or the nurse manager of the unit if you do not understand what you are expected to do or have questions regarding your care, treatment or service;
- i. to let the nurse manager and your family know if you feel you are receiving too many outside visitors;
- j. to ask your doctor or nurse what to expect regarding pain and pain management; to discuss pain relief options with your doctors and nurses and to work with your doctor and nurse to develop a pain management plan; to ask for pain relief when pain first begins; to help your doctor and nurse assess your pain; to tell your doctor or nurse if your pain is not relieved; and to tell your doctor or nurse about any worries you have about taking pain medication;
- k. to respect the privacy of your roommate;
- l. to accept your financial obligations associated with your care;
- m. to advise the charge nurse, physician, or Patient and Family Relations of any dissatisfaction you may have in regard to your care at the hospital;
- n. to be considerate of the rights of other patients and Medical Center personnel and to assist in the control of noise, smoking and the number of visitors you receive; and
- o. to speak up and ask questions of your physician, nurse or any other hospital staff member if you are confronted with something you do not understand.

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If you need additional assistance with any problem or concern, Patient and Family Relations stands ready to help you at 336-713-2273. Presentation of a complaint will in no way compromise your future access to care. You may lodge a grievance with the Division of Health Service Regulation at 2711 Mail Service Center, Raleigh, NC 27609-2711 or telephone 1-800-624-3004. The Joint Commission at One Renaissance Boulevard, Oakbrook Terrace, IL 60181 or telephone 1-800-994-6610 or Disability Rights North Carolina at 2626 Glenwood Avenue, Ste. 550, Raleigh, NC 27608 or toll-free 1-877-235-4210.