

Patient Rights and Responsibilities

Patient Rights

As a patient at Cone Health, you have certain rights that our staff believes in and respects. Our staff is committed to meeting your needs and delivering the highest quality of patient care.

No patient shall be denied appropriate hospital care based on race, ethnicity, color, culture, language, religion, age, sex, sexual orientation, gender identity or expression, physical or mental disability, socioeconomic status or sources of payment for care.

As a patient, you have a right to:

- Be informed of your rights in writing.
- Be treated with courtesy and respect.
- Expect good quality care and high professional standards that are continually maintained and reviewed.
- Make informed decisions and be asked to give consent for treatment. You can expect that emergency procedures will be provided without unnecessary delay.
- Give informed consent for the hospital to film or videotape in your presence.
- Have your dignity respected. You may wear personal clothing and religious and symbolic items if they do not interfere with your tests and treatment.
- Expect privacy with regards to your care. This includes case discussion, consultation, examination, and treatment. You have a right to talk about your illness and treatment without others present and be examined by staff of your own sex if this is what you prefer.
- Expect confidential treatment of all your personal and medical records, as well as your money and assets.
- Ask to be moved to another room if you are bothered by the actions of patients or visitors.
- Expect to feel safe while in the hospital. You may be placed in a safe area, if necessary, to keep you from being harmed, exploited, neglected, abused, or harassed. You have a right to request protective services. We will provide information regarding agencies and services that are available.
- Expect sensitivity with regards to end of life issues. On admission you will be asked whether you have made decisions concerning how you want to be cared for in case you are unable to make those decisions (advance directives) and, if you want, have help in writing down those decisions. You have the right to ask someone to make treatment decisions for you, in the event you are unable to do so. You have a right to have advanced directives that are in your chart, discussed with you or the person you have chosen to make decisions for you. You may request to receive care that is different from what you have stated in your advance directives.
- Talk with a representative of the hospital's bioethics consultation committee in the event of a medical dilemma.
- Have your cultural and religious concerns about your treatment recognized and be provided pastoral care and spiritual services.
- Have access to an interpreter, when possible, if you are hearing-impaired or if you do not speak English.
- Receive information about your healthcare in a manner that meets your communication needs
- Have reasonable, barrier-free accommodations (wheelchair access, etc).
- Have the freedom to express sadness and have your family members helped with their expression of sadness.
- Know the names and roles of the people treating you.
- You have a right to not talk with or see anyone employed by the hospital who is not taking care of you.
- Have access to your medical records within the limits of the law. You have the right to request an amendment to your medical record if you feel there is incorrect information documented. (Refer to the Notice of Privacy Practices).
- Have state of the art pain management. You have a right to receive appropriate information, assessment, and management of your pain. This includes a timely response to your pain.
- Receive from your doctor complete information about your illness, the suggested treatment plan, and chances for recovery, in terms you can understand. You and your family have the right to be informed about outcomes of care, including unanticipated outcomes.
- Be involved in decisions about your care, treatment, and services provided. You have a right to receive help in planning your medical treatment.
- Participate in clinical trials, research projects, or donor programs. If you consent to participate in a research project, an investigation or clinical trials involving human subjects, your rights are protected. You may withdraw at any time.
- Consult with a specialist or another physician for a second opinion at your expense.
- Refuse to be treated to the extent provided by law. When your refusal prevents staff from providing appropriate care according to ethical and professional standards, you may be discharged from the hospital with reasonable notice, and with an explanation of the risks of refusing care.
- Be free from needless duplication of medical and nursing procedures.
- Receive treatment that avoids unnecessary physical and mental discomfort.
- Have unrestricted access to communication (visitors, mail, telephone calls or other forms of communication) unless these privileges are restricted for reasons deemed appropriate by a physician. Any restrictions will be fully explained to you and your family.

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- Designate visitors who shall receive the same visitation privileges as your immediate family members, regardless of the relationship.
- Allow a support person of your choice to be with you during your hospital stay, unless the person's presence interferes with your care or infringes on others' rights or safety.
- Decide to have your name listed in the patient directory.
- Not be awakened by hospital staff unless medically necessary.
- Not be restrained or secluded as a means of coercion, discipline, convenience, or retaliation by staff.
- Not be moved to another hospital without a complete explanation of the need, and other possible alternatives from which to choose.
- Expect a reasonable plan of care after leaving the hospital.
- Receive a list of charges, item by item, and to have your bill explained to you, at your request. You have a right to receive information and counseling on the availability of known financial resources for your healthcare.
- Be told in plenty of time that your care will no longer be paid for by a third-party payer (such as insurance, Medicare, Medicaid, etc.) as soon as the hospital knows that payment will end.
- Be told of hospital rules and guidelines.
- Express a grievance or concern and expect that appropriate staff will investigate it promptly.
- Expect a family member and your physician to be notified promptly of your admission to the hospital, unless you request this not be done.
- Be considerate of the rights of other patients and hospital personnel and to assist in the control of noise and the number of persons visiting your room.
- Follow hospital guidelines regarding visitors. Disruptive visitors, or visitors who are interfering with your care may be asked to leave.
- Be respectful of the property of other persons and of the hospital.
- Obey all Federal and State laws while on hospital property, including those relating to use of illegal substances and firearms.
- Refrain from using tobacco products of any kind while on hospital property.
- Provide current and accurate information about your insurance.

Patient Relations

You, or when appropriate, your representative, have the right to be informed of these rights at the earliest possible time in the course of your hospitalization. In addition, all parties have the right to have any concerns, complaints and grievances addressed. Sharing of these concerns, complaints and grievances will not compromise your care, treatment or services.

- If you have a concern, complaint or grievance, please notify your nurse immediately or ask to speak to the department's leader. If your concerns remain unresolved, you may contact the Office of Patient Experience at 336-832-7090.
- If your issues are not satisfactorily addressed while you remain hospitalized, the investigation will continue. Cone Health is committed to prompt resolution of complaints or grievances. Our goal is to resolve grievances within seven days. If the resolution process exceeds seven days, regular updates will be provided to you or your representative until the resolution process is completed.
- If you choose to identify a concern, complaint, or grievance after discharge, you may call the Office of Patient Experience at 336-832-7090 or write the Office of Patient Experience at 1200 N. Elm Street, Greensboro NC 27401.
- You have the right to directly contact the Division of Health Service Regulation (State Survey Agency) or The Joint Commission:
- NC Division of Health Service Regulation
Acute and Home Care Branch
2711 Mail Service Center
Raleigh, NC 27699-2711
800-624-3004 (toll free)
www.facility-services.state.nc.us
- The Joint Commission Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oak Branch Terrace, Illinois 60181
800-994-6610 (toll free)
complaint@jointcommission.org

Patient Responsibilities

As a patient, you have the responsibility to:

- Provide a complete and accurate medical history including all medications, prescription, over-the-counter, and/or supplements, and to report unexpected changes in your condition.
- Make it known whether you clearly understand a planned course of action and what is expected of you.
- Be responsible for asking your doctor or nurse what to expect regarding your care and treatment, including pain and pain management.
- Ask for pain relief and provide continuing feedback to staff regarding your pain.
- Follow the treatment plan recommended by your physician, including instructions of nurses and other hospital staff who are carrying out your doctor's orders.
- Be responsible for your actions if you refuse treatment or do not follow your doctor's orders.
- Make certain that the financial obligation for your healthcare is fulfilled as promptly as possible.

Adopted 10/14