

Let's Talk About... PATIENT RIGHTS AND RESPONSIBILITIES

Cone Health is committed to providing you with the highest quality care and service. We want to partner with you to make sure that your experience here is excellent, comfortable, safe, and respectful. The law guarantees you certain rights as a patient. This information summarizes the law and Cone Health's commitment to our patients.

COMMUNICATION AND DECISION MAKING

You have the right...

- To know the name, role, and specialty of all people who are providing your care.
- To confidentiality of your medical information and records.
- To have your medical care and treatments explained to you clearly.
- To be informed of your rights in writing.
- To be told of hospital rules and guidelines.
- To participate in informed decisions about your plan of care.
- To be treated with respect and dignity.
- To appoint a designated Healthcare Agent.
- To read your medical record and request a copy of your record be provided in a timely manner.
- To express concerns about your care or safety and receive a prompt response.
- To receive information about your healthcare in a manner that meets your communication needs.
- To interpreter services and/or special devices if you are limited-English speaking, deaf or hard of hearing, visually impaired, or other impaired sensory/ manual/ speaking skills, at no cost to you.
- To review your whiteboard and daily goals of care.
- To have your Primary Care Physician and your representative of choice notified of your admission.

PERSONAL MATTERS

You have the right...

- To have visitors of your choosing without regard to race, color, national origin, religion, sex, sexual orientation, gender identity or gender expression, or disability.
- To have visitors of your choosing, but not limited to, a spouse, domestic partner (including same-sex domestic partner), another family member, or a friend, 24 hours a day, 7 days a week with some limitations.
- To tell us how, if at all, you would like your family to participate in your care and decision making.
- To access spiritual support during your stay.

TREATMENT AND CARE

You have the right...

- To have your Advance Care Plan (Advance Directive) honored, and to receive information on Advance Care Plans if you do not have one and request more information.
- To be kept safe at all times, and free from abuse or harassment.
- To personal privacy at all times within the capacity of the facility.
- To have your pain addressed promptly by your medical team.
- To refuse to be examined, observed, or treated by students or staff without jeopardizing your access to care.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To receive complete information regarding your plan of care and treatment that is medically appropriate, and to request and/or refuse treatment, but not the provision of treatment or services deemed medically unnecessary or inappropriate.
- To prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.
- To receive the highest medical care that meets the standards of Cone Health regardless of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity, national origin or any disability or handicap or source of payment for your care.
- To notice of non-coverage and to appeal if you think your discharge is premature.
- To refuse to participate in medical research studies.

FINANCIAL MATTERS

You have the right...

- To know if your doctor has a financial or other conflict of interest as it relates to your care.
- To request and receive information regarding financial assistance or no cost treatment.
- To request and receive an itemized bill and an explanation of the bill.

YOUR RESPONSIBILITIES

As a patient, healthcare agent, or guardian, we ask that you...

- Provide us with a copy of your Advance Care Plan (Advance Directive).
- Provide complete and accurate information about your medical history.
- Tell a doctor or nurse when you feel better or worse, especially if there is a sudden change in how you feel.
- Work collaboratively with your medical team.
- Speak up if you have a concern about your safety as a patient.
- Be considerate of other patients. This includes helping to control noise.
- Be responsible for your actions if you refuse treatment or do not follow your doctor's orders.
- Follow the rules of the facility which are designed to keep you, other patients, and visitors safe and comfortable.
- Follow hospital guidelines regarding visitors. Disruptive visitors, or visitors who are interfering with your care may be asked to leave.
- Not smoke or use tobacco products, including e-Cigarettes (vaping) in our facilities or on our campus. We are a tobacco free campus.
- Provide accurate information about your insurance or lack of insurance.
- Make arrangements for payment of your bill to the extent that you can.

VOICE YOUR CONCERNS OR SUGGESTIONS

You have the right...

- To have any concerns, complaints and grievances addressed. Sharing these concerns, complaints and grievances will not compromise your care, treatment or services.
- If you have a concern, complaint or grievance during your visit, 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 satisfactory 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 have a concern, complaint or grievance after discharge, you may call the Office of Patient Experience at 336-832-7090, by mail at Office of Patient Experience at 1200 N. Elm Street, Greensboro NC 27401 or email at patient.experience@conehealth.com
- To directly contact the Division of Health Service Regulations (State survey agency) or The Joint Commission.
- To file a grievance with the North Carolina Division of Health Service Regulation, please contact the North Carolina Division of Health Service Regulation at 1-800-624-3004 (within NC) or 1-919-855-4500 (outside NC), Fax: 1-919-715-7724, TDD: 1-800-735-2962 or by mail at Complaint Intake Unit, 2711 Mail Service Center, Raleigh, NC 27699-2711.
- To file a grievance with The Joint Commission Office of Quality Monitoring, please contact The Joint Commission by mail at One Renaissance Boulevard, Oak Branch, Terrance, Illinois 60181, or by email at complaint@jointcommission.org

Let's Talk About... OUR NONDISCRIMINATION POLICY

As a recipient of Federal financial assistance, Cone Health does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity or gender expression, national origin or any disability or handicap or source of payment in admission or access to, or treatment or employment under any of its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, and 28 CFR Part 35.

Cone Health has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances alleging any action prohibited by Section 504 and Title III of the ADA, or the Federal regulations implementing these laws.

EFFECTIVE COMMUNICATION

You have the right...

- To interpreter services and/or special devices if you are limited-English speaking, deaf or hard of hearing, visually impaired, or other impaired sensory/manual/ speaking skills, at no cost to you.
- If you prefer to have family members or friends help interpret for you, this is your right. However, will still provide an interpreter when critical medical information is being discussed, to assure we have effective communication and to validate your family member or friend is interpreting medical information correctly. Remember, interpreters are provided at no charge to you.
- To effective communication.
- Sign language and oral interpreters, TDD, video remote interpreting (VRI), assisted listening devices, closed caption TVs, picture boards, cue cards, documents in multiple languages and/or other auxiliary aids and services, are available free of charge to patients and companions who are deaf or hard of hearing, have speech disabilities, sensory/manual impairments, or are limited English speaking people. For assistance, please contact any Cone Health personnel for assistance.
- Written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms will be read to you out loud and forms will be explained to you by staff if you are blind or have low vision.
- The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504) prohibits discrimination against people with disabilities. People who are deaf or hard of hearing, have speech disabilities, have sensory/manual impairments are blind or have low vision, have the right to request auxiliary aids and to receive services.
- For more information about the ADA, call the Department of Justice's toll-free ADA Information Line at 1-800-514-0301, TDD: 1-800-514-0383 or visit the ADA Home Page at www.ada.gov.
- For more information about Section 504, call the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) at 1-800-368-1019, TDD: 1-800-537-7697 or visit OCR's Home Page at www.hhs.gov/OCR.

ACCESSIBILITY

You have the right...

- To facilities that are accessible to you.
- To convenient off-street parking designated specifically for disabled persons.
- To curb cuts and ramps between parking areas and buildings.
- To level access into first floor level with elevator access to all other floors.
- To fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, and patient treatment areas, including examining rooms and patient units.

العربية (Arabic)
ملاحظة: إذا كنت تبحث عن خدمات المساعدة اللغوية لتراو كك بالمجان، اتصل بـ 1 855 300 7783

ខ្មែរ (Cambodian)
សម្រាប់ព័ត៌មានបន្ថែមអំពីសេវាប្រឹក្សាភាសា និងការបកប្រែសេរីសេវា ទូរស័ព្ទ ឥតគិតថ្លៃ 1.855.300.7783

繁體中文 (Chinese)
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。1.855.300.7783

Français (French)
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. 1.855.300.7783

Deutsch (German)
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. 1.855.300.7783

ગુજરાતી (Gujarati)
સુધના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1.855.300.7783

हिंदी (Hindi)
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1.855.300.7783

Hmoob (Hmong)
LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. 1.855.300.7783

日本語 (Japanese)
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

한국어 (Korean)
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1.855.300.7783

ພາສາລາວ (Lao)
ທິດສະດຸ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ການຊ່ວຍເຫຼືອດ້ານການເວົ້າ ມີຢູ່. 1.855.300.7783

Русский (Russian)
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. 1.855.300.7783

Tagalog (Tagalog - Filipino)
PAINAWA: Kang nagpasalita ka ng Tagalog, maari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. 1.855.300.7783

Tiếng Việt (Vietnamese)
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. 1.855.300.7783
TTY: 1-888-762-2724

HOW TO FILE A GRIEVANCE

You have the right...

To file a grievance, please contact the Cone Health Civil Rights Coordinator below:
Laura Vail, Director

Cone Health, Civil Rights Coordinator

1200 N. Elm St., Greensboro, NC

Phone: 336-832-7090

TTY/TDD: 711

- Grievances must be submitted to the Civil Rights Coordinator within forty-five (45) calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Civil Rights Coordinator (or his/her designee) shall conduct an investigation of the complaint and shall issue a written decision on the grievance no later than thirty (30) days after its filing.
- The person filing the grievance may appeal the decision of the Civil Rights Coordinator by writing to the Chief Physician Executive (CPE) within fifteen (15) calendar days of receiving the Civil Rights Coordinator's decision. The CPE shall issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.
- Cone Health will make appropriate arrangements to ensure that individuals with disabilities are provided with appropriate auxiliary aids and services, if needed, to participate in this grievance process.
- Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier free location for the proceedings. The Civil Rights Coordinator will be responsible for such arrangements.
- Filing a grievance with Cone Health's Civil Rights Coordinator (or his/her designee) does not prevent the applicant, patient, or his/her companion from filing a grievance with:

North Carolina Division of Health Service Regulation Complaint Intake Unit

2711 Mail Service Center

Raleigh, NC 27699-2711

Phone: 1-800-624-3004 (within NC)

1-919-855-4500 (outside NC)

Fax: 1-919-715-7724 • TDD: 1-800-735-2962

Disability Rights of North Carolina

3724 National Drive, Suite 100

Raleigh, NC 27612

919-856-2195 or

877-235-4210 (toll free)

U.S. Department of Health and Human Services Office for Civil Rights Electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>