

Randolph Health

Patient Rights and Responsibilities

To promote patient safety, we encourage you to speak openly with your health care team, be well informed and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

You or your designee has a right to:

Respectful and Safe Care

- Be given considerate, respectful and compassionate care.
- Have a family member/friend and your doctor notified when you are admitted to the hospital.
- Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
- Have a medical screening exam and be provided stabilizing treatment for emergency medical conditions and labor.
- Be free from restraints and seclusion unless needed for safety.
- Know the names and jobs of the people who care for you.
- Know when students and trainees are involved in your care.
- Have your culture and personal values and beliefs and wishes respected.
- Have access to Spiritual Services.
- Have conversations with Ethics Service about issues related to your care. Request to speak to a chaplain.
- Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity, or expression, physical or mental disability, religion, ethnicity, language and ability to pay.
- Be given a list of protective and advocacy services, when needed. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect. Request to speak to a case manager.
- Ask for an estimate of hospital charges before care is provided.

Effective Communication and Participation in Your Care

- Get information in a way you can understand. This includes sign language and foreign language interpreters and vision, speech and hearing aids provided free of charge.
- Get information from your doctor/provider about:
 - Your diagnosis
 - Your test results
 - Outcomes of care
 - Unanticipated outcomes of care
- Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
- Involve your family in decisions about care.
- Ask questions and get timely response to your questions or requests.
- Have your pain managed safely.
- Refuse Care.
- Ask for a chaperone to be with you during exams, tests or procedures.

- Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).
- Access, request amendment to, and obtain information on disclosures of your health information, in accordance with law and regulation.

End of Life Decisions

- Create or change an Advance Directive (also known as a living will or Health Care Power of Attorney). For assistance formulating an Advance Directive, please contact Spiritual Care at 336-328-3851 or visit our web page at randolphhealth.org and locate the Advance Care Planning tab.
- Randolph Health honors Advanced Directives that comply with the general statutes of North Carolina or the state where they originated.
- Terms of Advance Directive will not be carried out until a copy is received and placed on the patient's chart.
- Have your organ donation wishes known and honored, if possible.

Informed Consent

- Give or withhold permission (informed consent) before any non-emergency care is provided, including;
 - Risks and benefits of your treatment
 - Alternatives to that treatment
 - Risks and benefits to those alternatives
- Agree or refuse to be part of research study without affecting your care.
- Agree or refuse to allow pictures for purposes other than your care.

Privacy and Confidentiality

- Have privacy and confidentiality treatment and communication about your care.
- Be given a copy of the HIPAA Notice of Privacy Practices.

Visitation

- Have someone with you for emotional support unless that person interferes with your or others' rights, safety or health. For example, visitors who are disruptive, violent, threatening or are ordered by a court to refrain from contact.
- Choose your visitors and change your mind about who may visit.
- Limitations on visitation include care interventions, the provider will document the limitations and why, infection control issues, age of visitors and critical condition of the patient.

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Complaints and Grievances

- Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, unit coordinator, or department director.
- You may also contact the **Director of Patient Safety at 336-328-3320 extension 5245.**
- If your issue is not resolved to your satisfaction, other external groups you may contact include:

Complaints and Grievances cont. State Agency:

The Department of Health and Human Services Division of Health Service Regulation

2712 Mail Service Center
Raleigh, NC 27699-2712
Phone 800-624-3004

Accreditation Agency:

The Joint Commission Office of Quality and Patient Safety

One Renaissance Blvd.
Oakbrook Terrace, IL 60181
800-994-6610
patientsafetyreport@jointcommission.org

To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services:

Office for Civil Rights

200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019
800-537-7697 (TDD)
OCRMail@hhs.gov
Complaint Forms are available at:
<http://www.hhs.gov/ocr/office/file/indes.html>

You have the responsibility to:

- Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
- Call if you cannot keep your appointment.
- Be respectful of your hospital team, from the doctors, nurses, and technicians to the people who deliver your meals and the cleaning crews.
- Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
- Be in control of your behavior if feeling angry.
- Provide information that facilitates your care.
- Give us a copy of your advance directive.
- Ask questions if there is anything you do not understand.
- Report unexpected changes in your health.
- Follow hospital rules.
- Take responsibility for the consequences of refusing care or not following instructions.
- Leave valuables at home.
- Keep all information about hospital staff or other patients private.
- Do not take pictures, videos or recordings without permission from hospital staff.
- Pay your bills or work with us to find funding to meet your financial obligations.

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Revised 07-06-20