



### **Your Rights as a Patient**

You are a partner in your care. You have rights and responsibilities. While you are a patient in our facilities, your rights include:

You have the right to considerate and respectful care, recognizing your personal dignity, values, and beliefs. You should expect quality care and high professional standards that are continually maintained and reviewed.

You have the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.

You have the right to and are encouraged to obtain information about your illness, possible treatments, and likely outcomes and to discuss this information with your doctor in a manner you can understand, this includes an interpreter or interpretation services, as necessary. You have the right to know the names and roles of people treating you.

You have the right to privacy. Case discussion, consultation, examination, and treatment will be conducted so as to protect each patient's privacy.

You have the right to expect that medical records are confidential unless you have given permission to release information or reporting is required or permitted by law. When the hospital releases records to others, such as insurers, it emphasizes that the records are confidential.

You have the right to expect emergency procedures to be implemented without unnecessary delay.

You have the right to be involved in making decisions about your healthcare, to consent to or refuse a treatment, as permitted by law, throughout your time at our facilities. If you refuse a recommended treatment, you will receive other needed and available care.

You have the right to expect to receive necessary health services within the capabilities and policies of our facilities. Our facilities will make a reasonable response to the request of a patient for appropriate and medically indicated care and services. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risk, benefits, and alternatives. You will not be transferred until the other institution agrees to accept you.

You have the right to appropriate assessment and management of pain.

You have the right to consent or decline to take part in researching affecting your care. Your choice not to participate will not jeopardize your access to care, treatment, and services unrelated to the research.



You have the right to receive care in a safe setting and be free from neglect; exploitation; and verbal, mental, physical, and sexual abuse.

You have the right to expect reasonable continuity of care and be told of realistic patient care options.

You have the right to review your medical records and to have the information explained to you, except when restricted by law.

You have the right to have an advance directive, such as a living will or health care proxy. These documents express your choices about your future care or, if you cannot speak for yourself, name someone to make healthcare decisions for you. Your advance directive will be followed to the extent permitted by law and hospital policy.

You have the right to file a grievance without being subject to coercion, discrimination or unreasonable interruption of care. If you feel that our services have not met your expectations, please contact our Director of Patient Advocacy and Service Improvement at (910) 577-4731. You also have the right to file a grievance at the state level with the North Carolina Division of Health Services Regulation. You may contact the agency at (910) 855-4500 or by correspondence addressed to them at 2711 Mail Service Center Raleigh NC 27699-2711. Your right extends to contact the Joint Commission, the accrediting agency for hospitals, at 1-800-994-6610 or the NC Quality Improvement Organization at 1-800-682-2650.

You have the right to access protective and advocacy services.

You have the right to examine and receive a detailed explanation of your bill and information on the availability of known financial resources for your healthcare.

### **Your Responsibilities as a Patient**

The collaborative nature of health care requires that patients, or their families/surrogates, participate in their care. The effectiveness of care and patient satisfaction with the course of treatment depends, in part, on the patient fulfilling certain responsibilities.

You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine.

You are responsible for asking questions when you do not understand information or instructions. You are responsible for making sure that the hospital has a copy of your written advance directive if you have one.



If you believe you cannot follow through with your treatment, you are responsible for telling your doctor.

You are responsible for providing information for insurance and for working with the clinic to arrange payment, when needed.

Your health depends not just on your hospital care, but in the long term, on your decisions you make in your daily life. You are responsible for recognizing the effect of life style on your personal health.

If you have any questions about this, or want more information, call the Director of Patient Advocacy at (910) 577-4731 (M-F) or after hours/weekends, call the Nursing Supervisor at (910) 577-2345.