

Patient's Rights

Within our capacity and scope of our mission and services, Regional One Health respects and supports the patient's rights to impartial access to treatment and services that are consistent with relevant laws and regulations and medically indicated regardless of race, creed, sex or sexual orientation, national origin, age, disability, diagnosis or sources of payment.

As part of our teaching mission, resident and students may participate in your care along with you attending physician, registered nurses and other caregivers. Please speak with you nurse or doctor if you have any concerns.

We respect each patient's rights, dignity, values and spiritual, cultural, and personal needs. Because you are a partner in your healthcare, we want you to know your rights as well as your responsibilities during your hospital stay. We encourage you to join us an active member of your care team.

You, the patient, have the right to:

- Respectful care in a safe environment.
- An environment that is free from all forms of abuse, neglect, or mistreatment. If you have any concerns, please call (844) 860-0009.
- Receive appropriate pain management.
- Obtain full information in layman's terms concerning your diagnosis, treatment and progress.
- Communication you can understand. Interpreter services and TDD phones are provided at no cost to you.
- Be informed of unexpected or unanticipated events.
- Know the identity of and professional status of individuals, doctors and other healthcare providers, involved in your care, and to know which physician or other practitioner is primarily responsible for your care. Regional One Health is a teaching site for the University of Tennessee Health Science Center (UTHCS - Memphis). If you do not have a private doctor, you will be assigned to a healthcare provider who is on the faculty at UTHSC-Memphis, and/or a member of the medical clinical staff.
- Help plan your care and do your part of the plan.
- Have a surrogate decision maker take part in medical decisions.
- Choose visitors, even if they are not legal family members. You can withdraw consent or deny visitors at any time.
- Have access to a support person of your choosing at any time.
- To make decisions concerning your care, including advance medical directive such as a living will, durable power of attorney for healthcare, advance care plan or refusal of care. Should you be unable to make these decisions, you may appoint a surrogate to act on your behalf.

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You, the patient, have the right to (continued):

- To express personal, spiritual and cultural beliefs and have your religious or other spiritual needs accommodated provided they do not interfere with others or the hospital operations. Chaplaincy services are available 24/7. You can ask the staff to contact a chaplain or request a clergy visit by calling 545-7925.
- Be free from restraints or seclusion that is not medically required.
- Respect for your privacy. You may give or refuse consent for recordings, photographs, films or other images used for internal or external purposes. Consents for recordings, photographs, films or other images may be withdrawn at any time.
- Have your medical records and discussions regarding your care kept private, unless you tell us to share information regarding your condition and treatment.
- Receive detailed information about hospital and physician charges.
- Look at your written medical record with a doctor.
- Access to your protected health information. We offer our patients access to their PHI through a patient portal, which allows you to securely view some of your clinical information online. You can sign-up for this free service by calling 545-8565, email myhealth@regionalonehealth.org, or our website www.myregionalonehealth.org
- Agree or refuse to participate in research studies. You may withdraw from a study at any time.
- Talk about an ethical issue with the Ethics Committee representative. To reach a member, you may page him/her at 790-9651.
- Voice your concerns about your care to a doctor, nurse manager, patient advocate, or any staff or contact:
 - A Patient Advocate by calling 545-7123;
 - The Joint Commission by calling (800) 994-6610; via email at: complaint@jointcommission.org or by mail to: One Renaissance Boulevard, Oakbrook Terrace, IL 60181;
 - State of Tennessee Department of Health Complaint Line at (800) 852-2187; or
 - Medicare beneficiaries can contact 1-800-MEDICARE with a concern about the quality of care received.

You, the patient, have the responsibility to:

- To provide, to the best of your knowledge, accurate and complete past health information.
- Ask questions if you do not understand something that you have been told about your condition and treatment plan.
- Tell us when you see changes in your health condition.
- Provide a copy of your advance medical directive.
- Tell us if you feel unsafe or you are not happy with your care.
- Respect the rights of other patients, families and staff.
- Let us know if you have any personal, cultural, spiritual or other needs.
- Follow the hospital rules.
- Pay your bill on time.



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