

## 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 your attending physician, registered nurses and other caregivers. Please speak with your 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 as 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) 260-0009.
- 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 health care 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 health care provider who is on the faculty at UTHSC-Memphis, and/or a member of the medical clinical staff.
- To be treated with consideration, respect, and recognition of your individuality, including the need for privacy in treatment. This includes the right to request the facility provide a person of one's own gender to be present during certain parts of physical examinations, treatments or procedures performed by a health professional of the opposite sex, except in emergencies, and the right not to remain undressed any longer than is required for accomplishing the medical purpose for which the patient was asked to undress.
- Wear appropriate personal clothing or religious, cultural or other symbolic items that do not interfere with recommended treatment or procedures. You will receive respectful consideration of your beliefs in regard to these items.
- Be accompanied by a service animal per guidelines set forth in the hospital's Service Animal policy and the Americans with Disabilities Act (ADA).
- 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 health care, 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](mailto:myhealth@regionalonehealth.org), or our website [www.myregionalonehealth.org](http://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 by calling 545-7925.
- Voice your concerns about your care to a doctor, nurse manager, patient relations, or any staff or contact:
  - Patient Relations representative by calling 545-7123;
  - The Joint Commission by calling (800) 994-6610; via email at: [complaint@jointcommission.org](mailto: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 about your condition or treatment plan.
- Tell us when you see changes in your health condition.
- Provide a copy of your advance medical directive.
- To speak and act in a respectful manner. Using discriminatory or culturally insensitive language or behaviors is not acceptable. Yelling, verbal threats or physical harm to other patients, staff, visitors or property is not acceptable. Requests for changes of a provider or other staff based on the provider or staff's race, ethnicity, religion, sexual orientation or gender identity will not be honored.
- To maintain the confidentiality of staff, visitors and other patients by not taking cell phone pictures or audio/video recordings of staff, visitors and other patients.
- Tell us if you feel unsafe or you are not happy with your care.
- Respect the rights and privacy 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.

**Tobacco-free Environment:** In order to give you the healthiest possible environment during your stay, we have joined a city-wide initiative for tobacco-free hospitals. Individuals may not use any tobacco products anywhere on our campuses. That includes hospitals, parking lots/decks, sidewalks, and in cars on hospital property. When you're admitted to a Regional One Health hospital, please let the admissions staff know if you use tobacco. We'll give this information to your provider, who can arrange nicotine replacement products or discuss alternatives for you. If you're ready to stop using tobacco, tell your doctor or nurse. They can help.