

## **PATIENT RIGHTS AND RESPONSIBILITIES**

**We consider you a partner in your hospital care. When you are well-informed, participate in treatment decisions, and communicate openly with your doctor and other health professionals, you help make your care as safe and effective as possible. High Point Regional Health proudly works to respect your rights, values and dignity at all times.**

### **YOUR RIGHTS AS A PATIENT**

1. You have the right to considerate care that respects your personal values, beliefs, cultural and spiritual practices.
2. You have the right to be well-informed about your illness, possible treatments and likely outcome, and to discuss this information with your doctor.
3. You have the right to know the names and roles of people treating you.
4. You have the right to consent to or refuse a treatment, as permitted by law, throughout your stay at High Point Regional. If you refuse a recommended treatment, you will receive other needed and available care.
5. You have the right to receive timely assessment and appropriate management of your pain while in the hospital.
6. You have the right to privacy. At High Point Regional, your doctor and others caring for you will protect your personal, visual, and auditory privacy as much as possible.
7. You have the right to refuse the recording or filming of your care, and to request that filming or recording stop at any time, even if you gave prior consent.
8. You have the right to access, request amendment and/or receive an account of all disclosures regarding your personal health information, and to have the information explained or interpreted to you within the limits of the law.
9. You have the right to review your medical records and to have the information in the record explained, except when restricted by law. Review of your records may be restricted if the attending licensed health care professional determines that access may be injurious to the patient or another person.
10. You have the right to file a grievance/lodge a complaint regarding the care and treatment you receive. If you are not capable of doing this, your family/surrogate decision maker has the right on your behalf.
11. You have the right to expect that High Point Regional will give you necessary health services to the best of its ability. Treatment, referral or transfer may be recommended. If transfer is recommended or requested, you will be informed of risks, benefits and alternatives. You will not be transferred until the other institution agrees to accept you.
12. You have the right to know if High Point Regional has relationships with outside parties that may influence your treatment and care. These relationships may be with educational institutions, other health care providers or insurers.
13. You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the most effective care High Point Regional otherwise provides.
14. You have the right to be told of realistic care alternatives when High Point Regional care is no longer appropriate.
15. You have the right to know about organization rules that affect you and your treatment, and about changes and payment methods.
16. You have the right to know about High Point Regional's resources, such as Health Care Team Conferences or the Ethics Committee, which can help you resolve problems and questions about your hospital stay and care.
17. You have the right to have medical procedures and information explained to you in the language that you understand best. If you do not speak English, or if you have a visual or hearing impairment, a qualified interpreter will be provided for you when you and your health care provider determine this is needed.
18. You have the right to designate visitors including, but not limited to, a spouse, a domestic partner, another family member or friend.

## **YOUR RESPONSIBILITIES AS A PATIENT**

1. You are responsible for providing information about your health, including past illnesses, hospital stays, and use of medicine.
2. You are responsible for providing a copy of your advance directive to the organization, if one exists.
3. You are responsible for asking questions and requesting additional information when you do not understand your care, treatment, services or what is expected of you.
4. You are responsible for participating with your doctors and other caregivers in the development of your treatment plan, and for following that treatment plan. If you believe you cannot follow through with your treatment plan, you are responsible for telling your doctor.
5. You and your visitors are responsible for being considerate of the needs of other patients, staff and the organization.
6. You are responsible for being respectful of hospital property and the property of others in the hospital.
7. You are responsible for providing information for insurance, and for working with High Point Regional to arrange payment when needed.
8. You are responsible for participating in those educational and discharge activities necessary to ensure that you have adequate knowledge and services necessary to provide you with a safe environment upon discharge from High Point Regional.
9. You are responsible for recognizing the effect of lifestyle on your personal health. Your health depends not just on your hospital care, but also in the long term, on the decisions you make in your daily life.

**If any patient or patient's family member has concerns about the care the patient is receiving and/or safety in the hospital, these concerns should be shared with the organization's staff caring for the patient. In the event that the concerns cannot be resolved at this level, the patient's nurse will contact the Department Director, Patient Relations Coordinator, or the Nursing Supervisor who will work with all parties to resolve the matter.**

**If concerns cannot be resolved through hospital management channels, you may contact the North Carolina Department of Health and Human Services Division of Health Service Regulation or the Joint Commission Office of Quality Monitoring.**

**The North Carolina Department of Health and Human Services Division of Health Service Regulation Complaint Intake Unit can be reached by calling 1-800-624-3004 or writing at Complaint Intake Unit, 2711 Mail Service Center, Raleigh, NC 27699-2711. The Joint Commission Office of Quality Monitoring can be reached by calling 1-800-994-6610 or e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org)**