

Patient Rights

You, the patient, have the right to:

- Be respected and protected
- An atmosphere that promotes patient rights
- Competent, safe, considerate, respectful and dignified care
- Right to refuse care, treatment, services and the right to refuse any experimental treatment and drugs
- Be informed of your condition (diagnosis, recommended treatment and prognosis)
- To participate in care decision, planning, service and treatment
- Have family, surrogate/representative of choice and/ or own physician notified promptly on your admission to the hospital
- Informed of patient visitation rights, including any clinically necessary or reasonable restrictions or limitations
- Choose own visitors and allow family, friends, and other individuals present for emotional support regardless of race, color, national origin, age, disability, sexual orientation, gender identity or expression.
- Be treated without discrimination of race, sex, age, ethnicity, culture, religion, socioeconomic status, sexual orientation, gender identity, or expression, language, physical or mental disability
- Receive information in manner you understand
- Effective communication
- Have language services provided to you in your primary language during the delivery of all significant healthcare services at no cost
- Be provided services for vision, speech, hearing, or cognitive impairments
- Agree or refuse Informed Consent to all care, treatment and services with understanding of risks, benefits, side effects and alternatives to treatment
- Information regarding informed consent for agreement or refusal for any recording, film, image, research, investigation and clinical trials
- A second opinion
- Formulate and/or review Advance Directive and have Advance Directive honored
- Information about Advance Directives, Withdrawing Life Sustaining treatment and Withholding Resuscitation Services (Policies)
- Religious and other Spiritual services
- Confidentiality and Privacy in treatment and personal care
- Confidentiality including your medical records
- Review your medical records and have them explained to you by your physician
- Know hospital rules
- Know about hospital resources including: patient representatives and the Ethics Committee and other ways to voice concerns
- Awareness of the complaint and grievance resolution process and evaluate all suspected events
- Receive care in a safe setting and to be protected and free from mental/physical abuse, neglect, exploitation or harassment
- Have yourself or your guardian/surrogate/legal designee exercising your rights when you are unable to do so, or if you are a minor, be informed of outcomes and/or unanticipated outcomes
- Access to your health information (Protected Health Information) in timely manner, option to modify such information, and obtain information on disclosure under the Health Insurance Portability and Accountability Act (HIPAA).
- Have your pain assessed and managed when you are admitted and throughout your hospital stay.

To help us keep our promises to you and to help us with your care, please:

- Cooperate (active partner) to the best of your ability with your plan of care as developed by your healthcare providers
- Provide honest and complete information about your health status to facilitate your care, treatment and service
- Ask questions or acknowledge when you do not understand the treatment course or care decisions
- Give us feedback (questions, comments or concerns) about your met or unmet needs for further evaluation
- Follow hospital guidelines to protect yourself and others
- Show mutual respect and consideration by maintaining civil language and conduct in interactions with staff and Provider
- Keep your scheduled appointments as you are able and notify your healthcare provider of any changes
- Know that financial information may be required and that you may ask about financial assistance
- Communicating and collaborating in a manner that contributes to the safety and quality of your care, treatment and services

Erlanger Health System (“Erlanger”) employees and medical staff are committed to providing quality care in a safe environment to all patients that we serve. Erlanger encourages the involvement of patients and their authorized representatives in all aspects of their healthcare experience.

In fact, feedback about how we are doing is very important to the staff at Erlanger. It not only helps with our ongoing quality improvement initiatives, it helps us to recognize those who have provided outstanding quality of care and service.

Please share your compliments and concerns with the staff delivering your care, the department manager, Erlanger’s Office of Patient Experience at **423-778-7990** or at **GuestRelations@erlanger.org**.

If you have a concern regarding the quality of your care or about patient safety and our management staff has been unable to help you resolve that concern, you may contact DNV GL Healthcare and/ or the Tennessee Office for Licensure for Health Care Facilities. DNV GL Healthcare may be reached by calling 1 866 523 6842, www.dnvglhealthcare.com/contact or at DNV GL Healthcare, 400 Techne Center Drive, Suite 100, Milford, OH 45150. The Department of Health can be contacted at 1 800 852 2178 or by mail at TN Department of Health, Office of Investigation, 665 Mainstream Drive, 2nd Floor, Suite 201, Nashville, TN 37243.

NOTE: The Chattanooga-Hamilton County Hospital Authority (Erlanger Health System) complies with the Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975. No individual shall, on the grounds of race, sex, color, creed, national origin, age or handicap be kept from participating, be denied the benefits of, or be otherwise discriminated against, under any programs or services offered by the Authority.

If you have a complaint regarding Title VI regulations, please contact Human Resources at **423-778-7969**.