

# Patient's Bill of Rights

## A patient has the right to...

1. Respectful care given by competent workers.
2. Know the names and the jobs of his or her caregivers.
3. Privacy and access of medical information as described in Novant's Notice of Privacy Practices.
4. Privacy with regard to his or her medical condition. A patient's care and treatment will be discussed only with those who need to know.
5. Have his or her medical records treated as confidential and read only by people with a need to know. Information about a patient only will be released with permission from the patient or if permitted by law.
6. Good quality care and high professional standards that are continually maintained and reviewed.
7. Make decisions regarding his or her care, including the right to involve family members in those decisions.
8. Information from his or her doctor in order to make informed decisions about his or her care. This means that patients will be given information about their diagnosis, prognosis and different treatment choices. This information will be given in terms that the patient can understand. This may not be possible in an emergency.
9. Full information about any research studies in which he or she has been given the option to participate. A patient may refuse to participate in any research studies. A patient who chooses to participate has the right to stop at any time. Any refusal to participate in a research program will not affect the patient's access to care.
10. Refuse any drugs, treatment or procedures, to the extent permitted by law, after hearing the medical consequences of refusing the drug, treatment or procedure.
11. Have help getting another doctor's opinion at his or her request and expense.
12. Care without regard to race, color, religion, disability, sex, sexual orientation, age, national origin or source of payment.
13. Be given information in a manner that he or she can understand. A patient who does not speak English or is hearing or speech impaired has the right to an interpreter, when possible, at no cost to the patient.
14. Upon request, to access all information contained in the patient's medical records within a reasonable time frame. This right may be restricted as allowed by law.
15. Have information in the medical record explained to him or her.
16. A copy of his or her bills. A patient also has the right to have the bill explained.
17. Request help in finding ways to pay his or her medical bills.
18. Access people or agencies to act on the patient's behalf or to protect the patient's rights under law. A patient has the right to have protective services contacted when he or she or the patient's family members are concerned about safety.
19. Be informed of his or her rights at the earliest possible time in the course of his or her treatment.
20. Make advance directives (such as a living will, healthcare power of attorney and advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
21. Personal privacy and to receive care in a safe and secure setting.
22. Be free from all forms of abuse or harassment.
23. Appropriate assessment and management of pain.
24. Be involved in resolving dilemmas about care decisions.
25. Voice complaints or grievances without intimidation or fear of discrimination and reprisals.
26. Have his or her complaints or grievances about care resolved.
27. The family/guardian of a child or adolescent patient generally has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision-making as limited by law.

## Patient Responsibilities

### Patients are responsible for...

1. Providing correct and complete information about their health and past medical history.
2. Reporting changes in their general health condition, symptoms or allergies to the responsible caregiver.
3. Reporting if they do not understand the planned treatment or their part in the plan.
4. Following the recommended treatment plan they have agreed to, including instructions from nurses and other health personnel.
5. Keeping appointments.
6. Treating others with respect.
7. Consequences of refusing planned treatments.
8. Paying for their care.
9. Respecting the property and rights of others.

## References for Patients and their Families

If you feel there are patient safety issues that need attention, please let us know. If you do not receive a response in a timely manner, you may wish to contact The Joint Commission at 1-800-994-6610 regarding your concerns.



# Patient Bill of Rights

