



What are your rights?

You have important rights and responsibilities as a patient; if someone else is making your healthcare decisions for you, that person will exercise your rights for you. We want you to be an active member of your care team and tell us what is important to you, so we can honor your personal preferences and values. We also need your help to make sure that our surroundings are safe and healing. In order to do this, all the members of the healthcare team – including you and your visitors – must treat others with courtesy, respect, and dignity. By working together, we can make your experience remarkable!

As a patient, you have the right to . . .

Quality and Safety

- ❖ Quality care and professional standards that are maintained and reviewed.
- ❖ Care in a safe setting.
- ❖ Treatment that is as comfortable as possible.
- ❖ Be free from medical and nursing procedures that are not needed.
- ❖ Have emergency procedures performed without unnecessary delay.
- ❖ Ask for a second opinion, at your expense.
- ❖ Be transferred to another facility when it is needed. We will explain why you need to be transferred and what the available alternatives are.
- ❖ Sleep in the hospital without being awakened, unless medically necessary.
- ❖ Be free from all forms of abuse, harassment, exploitation, and neglect.
- ❖ Be free from restraints and seclusion, unless needed for safety.
- ❖ Know if something goes wrong with your care.

Authentic Personal Relationships

- ❖ Be treated with respect and dignity.
- ❖ Treatment without discrimination.
- ❖ Know the names and jobs of the team members who care for you.

- ❖ A support person and visitors of your choice, even if they are not related to you, if it will not interfere with your treatment. We will inform you of any restrictions.
- ❖ Have a family member or friend, as well as your doctor, notified if you are admitted to the hospital.
- ❖ Respect for your culture, values, beliefs and preferences.
- ❖ Know the rules that apply to your behavior.

Affordability

- ❖ A detailed bill and an explanation of that bill.
- ❖ Information about resources to help you pay for your healthcare. If you have questions about your hospital bill, call 1-703-369-8300 or email us at NHCSCC@novanthealth.org

Voice and Choice

- ❖ Help decide the details about your care.
- ❖ Make informed decisions about your care, except in emergencies.
- ❖ Refuse care.
- ❖ Make advance directives and have your medical wishes followed.
- ❖ Contact a person or agency to protect your rights.
- ❖ Get information in language you understand. If it is not possible to give information to you, we will give it to the person you designate.
- ❖ Language assistance services free of charge, including an interpreter if needed.

What are your rights? cont.

- ❖ Information about the care you may need when you are discharged and how you can get that care.
- ❖ Personal privacy.
- ❖ Privacy, confidentiality, and access to medical information as allowed by law. Novant Health's Notice of Privacy Practices describes your rights and our obligations related to medical information.
- ❖ Know if you are being considered for a research or donor program and give your consent before participating in these programs.
- ❖ Religious and other spiritual services that you choose.
- ❖ Know about your rights as early as possible during your hospital stay.
- ❖ Agree or refuse to allow pictures for purposes other than your care.
- ❖ Complain without fear and have your complaints reviewed. If you have a concern or complaint, you can directly contact:

Novant Health Patient Services at
www.novanthealth.org/home/contact-center
or by calling 1-888-648-7999 (toll free). After normal business hours, leave a message and someone will return your call the next business day.

NC Division of Health Service Regulation
2711 Mail Service Center
Raleigh, NC 27699-2711
(919) 855-4500

The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
1 (800) 994-6610

As a patient, your responsibilities are to . . .

- ❖ Be an active partner in your healthcare and ask questions.
- ❖ Treat others, including our team members, with courtesy and dignity.
- ❖ Respect the property of others.
- ❖ Follow the facility's rules.
- ❖ Follow your care instructions.