

Patients Rights Continued

Patients of Erlanger Western Carolina Hospital will be provided the following:

The right to participate in the development and implementation of his/her plan of care, including his/her inpatient treatment/care plan, outpatient treatment/care plan, discharge care plan, and pain management plan.

The patient, or when appropriate, the patient's representative, has the right to make informed decisions regarding his or her care. The patient's rights include being informed of his/her health status, being involved in care planning and treatment, and being able to request or refuse treatment. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate. Making informed decisions includes the development of his/her plan of care, medical and surgical interventions (e.g., deciding whether to sign a surgical consent), pain management, patient care issues and discharge planning.

The right to formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.

The right to have a family member or representative of his/her choice and his/her own physician notified promptly of his/her admission to the hospital.

The right to personal privacy. Privacy includes a right to respect, dignity, and comfort as well as privacy during personal hygiene activities (e.g., toileting, bathing, dressing), during medical/nursing treatments, and when requested, as appropriate. It also includes limiting release or disclosure of patient information such as a patient's presence in facility location in hospital or personal information.

The right to receive care in a safe setting. A safe setting includes environmental safety, infection control, security, protection of emotional health and safety, including respect, dignity, and comfort, as well as physical safety.

The right to be free from all forms of abuse or harassment. This includes abuse, neglect, or harassment from staff, other patients, and visitors.

The right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, convenience, discipline, or retaliation by staff.

The right to be free from seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff.

The right to designate visitors who shall receive the same visitation privileges as the patient's immediate family members, regardless of whether the visitors are legally related to the patient by blood or by marriage.

To protect the health and safety of all patients, the hospital may need to limit visitors. Examples may include:

- Any court order limiting or restraining contact;
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment;
- Behavior disruptive of the functioning of the patient care units;
- Reasonable limitation of the number of visitors at any one time;
- Patient's risk of infection by the visitor;
- Visitor's risk of infection by the patient;
- Extraordinary protections because of a pandemic or infectious disease outbreak; and
- Patient's need for privacy or rest.

Patient Responsibilities

Patients, and their families when appropriate, are responsible for providing correct and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health.

Patients and their families are responsible for reporting unexpected changes in their condition or concerns about their care to the doctor or nurse taking care of them.

Patients and their families are responsible for asking questions when they do not understand their care, treatment, and service or what they are expected to do.

Patients and their families are responsible for following the care, treatment, and service plans that have been developed by the healthcare team and agreed to by the patient.

Patients and their families are responsible for the outcomes if they do not follow the care, treatment, and service plan.

Patients and their families are responsible for following the hospital's rules and regulations.

Patients and their families are responsible for being considerate of the hospital's staff and property, as well as other patients and their property.

erlanger.org/westerncarolina

PATIENT RIGHTS AND RESPONSIBILITIES

Patients of Erlanger Western Carolina Hospital will be provided the following:

The right to respectful care given by competent personnel.

The right upon request, to be given the name of their attending physician, the names of all other physicians directly participating in care, and the names and functions of other health care persons having direct contact with the patient.

The right to every consideration of his/her privacy concerning his/her own medical program. Case discussion, consultation, examination, and treatment are considered confidential and shall be conducted discreetly.

The right to have all records pertaining to his/her medical care treated as confidential except as otherwise provided by law or third party contractual arrangements.

The right to know what facility rules and regulations apply to his/her conduct as a patient.

The right to expect emergency procedures to be implemented without unnecessary delay.

The right to good quality care and high professional standards that are continually maintained and reviewed.

The right to full information in laymen's terms, concerning his/her diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information to the patient, the information shall be given on his/her behalf to the patient's designee. Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment, or both.

The right to refuse any drugs, treatment or procedure offered by the facility, to the extent permitted by law, and a physician shall inform the patient of his/her right to refuse any drugs, treatment or procedures and of the medical consequences of the patient's refusal of any drugs, treatment, or procedure.

The right to assistance in obtaining consultation with another physician at the patient's request and expense. A patient has the right to medical and nursing services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment.

A patient who does not speak English or is hearing impaired shall have access, when possible, to a qualified medical interpreter at no cost, when necessary and possible.

The facility shall provide a patient, or patient designee, upon request, access to all information contained in the patient's medical records. A patient's access to medical records may be restricted by the patient's attending physician. If the physician restricts the patient's access to information in the patient's medical record, the physician shall record the reasons on the patient's medical record. Access shall be restricted only for sound medical reason. A patient's designee may have access to the information in the patient's medical records even if the attending physician restricts the patient's access to those records.

The right not to be awakened by hospital staff unless it is medically necessary.

The right to be free from needless duplication of medical and nursing procedures.

The right to medical and nursing treatment that avoids unnecessary physical and mental discomfort. When medically permissible, a patient may be transferred to another facility only after he/she or his/her next of kin or other legally responsible representative has received complete information and an explanation concerning the needs for and

alternatives to such a transfer. The facility to which the patient is to be transferred must first have accepted the patient for transfer.

The right to examine and receive a detailed explanation of his/her bill.

The right to full information and counseling on the availability of known financial resources for his/her health care.

The right to expect that the facility will provide a mechanism whereby he/she is informed upon discharge of his/her continuing health care requirements following discharge and the means for meeting them.

A patient shall not be denied the right of access to an individual or agency who is authorized to act on his/her behalf to assert or protect the rights set out in this Section.

A patient, or when appropriate, the patient's representative has the right to be informed of his/her rights at the earliest possible time in the course of their hospitalization.

A patient, and when appropriate, the patient's representative has the right to have any concerns, complaints and grievances addressed. Sharing concerns, complaints and grievances will not compromise a patient's care, treatment, or services.

Concerns? Questions? We Can Help.

If a patient has a concern, complaint, or grievance, he/she may contact his/her nurse, the unit supervisor/manager, administration or manager by calling **828-837-8161**.

If the patient's issues are not satisfactorily addressed while the patient remains hospitalized, the investigation will continue. The intent is to provide the patient a letter outlining the findings within seven business days.

If a patient chooses to identify a complaint, concern, or grievance after discharge, he/she may call administration at **828-837-8161**, or Erlanger's Office of Patient Experience at 423-778-7790. Complaints may also be submitted to Guestrelations@erlanger.org, or by using the Patient Experience Form found at <https://www.erlanger.org/contact-us/patient-experience-form>.

The patient has the right to directly contact the North Carolina Department of Health and Human Services (State Survey Agency) or DNV-GL Accreditation Services.

NC Division of Health Services Regulation Complaint Intake Unit

2711 Mail Service Center
Raleigh, NC 27699-2711
[www.ncdhhs.gov/dhsr/ciu/
complaintintake.html](http://www.ncdhhs.gov/dhsr/ciu/complaintintake.html) | **800-624-3004**

DNV-GL Accreditation Services

400 Techne Center Drive, Suite 100
Milford, OH 45150
866-496-9647 | Fax: 513-947-1250
www.dnvglhealthcare.com

For reporting compliance-related issues:
Compliance Integrity Line: **877-849-8338**