

# Patient Rights and Responsibilities

To promote patient safety, we encourage you to speak openly with your health care team, be well informed, and take part in care decisions and treatment choices. Join us as active members of your health care team by reviewing the rights and responsibilities listed below for patients and patient representatives.

## You or your designee have the right to:

### RESPECTFUL AND SAFE CARE

1. Be given considerate, respectful and compassionate care.
2. Have a family member/friend and your doctor notified when you are admitted, transferred or discharged from the hospital or emergency department.
3. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical or sexual).
4. Be free from restraints and seclusion unless needed for safety.
5. Know the names and jobs of the people who care for you.
6. Know when students, residents or other trainees are involved in your care.
7. Have your culture and personal values, beliefs and wishes respected.
8. Have access to spiritual services.
9. Have conversations with the Ethics Service about issues related to your care.
10. Be treated without discrimination based on race, color, national origin, age, gender, sexual orientation, gender identity or expression, physical or mental disability, religion, ethnicity, language or ability to pay.
11. Be given a list of protective and advocacy services, when needed.
12. These services help certain patients (e.g., children, elderly, disabled) exercise their rights and protect them from abuse and neglect.
13. Receive information about hospital and physician charges.
14. Ask for an estimate of hospital charges before care is provided.

### EFFECTIVE COMMUNICATION AND PARTICIPATION IN YOUR CARE

15. Get information in a way you prefer and clearly understand (examples: sign language, vision assistance, language interpretation). These services will be provided free of charge.
16. Get information from your doctor / provider about:
  - your diagnosis
  - your test results
  - possible outcomes of care and unanticipated outcomes of care
17. Be involved in your plan of care and discharge plan or request a discharge plan evaluation at any time.
18. Involve your family in decisions about care.
19. Ask questions and get a timely response to your questions or requests.
20. Have your pain managed.
21. Refuse care.
22. Have someone with you for emotional support, unless that person interferes with your or others' rights, safety or health.
23. Ask for and be provided a chaperone during exams, tests or procedures.
24. Choose your support person and visitors and change your mind about who may visit.
25. Select someone to make health care decisions for you if at some point you are unable to make those decisions (and have all patient rights apply to that person).

### END OF LIFE DECISIONS

26. Create or change an advance directive (also known as a living will or durable power of attorney for health care).
27. Have your organ donation wishes known and honored, if possible.

### INFORMED CONSENT

28. Give permission (informed consent) before any non-emergency care is provided, including:
  - risks and benefits of your treatment
  - alternatives to that treatment
  - risks and benefits of those alternatives
29. Agree or refuse to be part of a research study without affecting your care.
30. Agree or refuse to allow any types of pictures, videos, or voice recordings for any other reason than your personal care.

### PRIVACY AND CONFIDENTIALITY

31. Have privacy and confidential treatment and communication about your care.
32. Be given a copy of the HIPAA Notice of Privacy Practices, which includes information on how to access your medical record.

### COMPLAINTS AND GRIEVANCES

33. Complain and have your complaint reviewed without affecting your care. If you have a problem or complaint, you may talk to your doctor, nurse manager, department manager, or a patient representative.
34. You may contact the Quality Department at (804) 578-9389 if you wish to speak to a patient representative.
35. If your issue is not resolved to your satisfaction, other external groups you may contact include:

- **State Agency:**

Office of Licensure and Certification Virginia, Department of Health  
9960 Mayland Dr., Suite 401, Henrico, VA 23233  
Toll Free: 1-800-955-1819 Local: 804-367-2106

- **Accreditation Agency:**

Det Norske Veritas (DNV)  
Phone: 1-866-496-9647 Fax: 281-870-4818  
Or you can complete the online form at:  
<https://www.dnvhealthcareportal.com/patient-complaint-report>

- **To address discrimination concerns, you may also file a civil rights complaint with the U.S. Department of Health and Human Services:**

Office of Civil Rights  
200 Independence Ave., SW, Room 509F, HHH Building, Washington, DC 20201  
1-800-368-1019, 1-800-537-7697  
OCRMail@hhs.gov  
<https://222.hhs.gov/ocr/office/file/index.html>

- **Medicare Beneficiaries may contact:**

LIVANTA LLC  
BFCC QIO  
10820 Guilford Road, Suite 202, Annapolis Junction, MD 20701  
Attention: Beneficiary Complaints  
Toll-Free 1-888-396-4646 Fax: 1-855-236-2423

- **DNV Healthcare USA Inc. may contact:**

Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>  
Email: [hospitalcomplaint@dnv.com](mailto:hospitalcomplaint@dnv.com)  
Phone: 866-496-9647  
Fax: 281-870-4818  
Mail: DNV Healthcare USA Inc.  
Attn: Hospital Complaints  
4435 Aicholtz Road, Suite 900  
Cincinnati, OH 45245

## You have a responsibility to:

1. Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier and employer.
2. Be respectful of your hospital team, from the doctors, nurses and technicians to the people who deliver your meals and the cleaning crews.
3. Be considerate in language and conduct of other people and property, including being mindful of noise levels, privacy and number of visitors.
4. Be in control of your behavior if feeling angry.
5. Give us a copy of your advance directive.
6. Ask questions if there is anything you do not understand.
7. Report unexpected changes in your health.
8. Follow hospital rules.
9. Take responsibility for the consequences of refusing care or not following instructions.
10. Leave valuables at home.
11. Keep all information about hospital staff or other patients private.
12. Do not take pictures, videos or recordings without permission from hospital staff.
13. Pay your bills or work with us to find funding to meet your financial obligation.

