

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

English - Spanish

YOUR WELL BEING AND HEALING ARE OUR PRIMARY CONCERN. WE BELIEVE THAT A POSITIVE EXPERIENCE IS A RESPONSIBILITY THAT IS SHARED BY YOU AND YOUR HEALTH CARE PROVIDERS.

YOUR RIGHTS AS A PATIENT OF A NORTHSIDE AFFILIATED MEDICAL PRACTICE

You have the right to request and receive information on permitted by law, including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services, in accordance with law and regulation. You have the right to considerate, and respectful care and compassionate medical care, regardless of your race, ethnicity, national origin, any disability or handicap, gender, sexual orientation, gender identity or expression, age, military service or the source of payment for your care. You have the right to execute, review and revise an advance directive, and, upon admission to the hospital, receive information on the extent to which the organization is able, unable or unwilling to honor advance directives. (The

existence or lack of an advance directive does not determine an individual's access to care, treatment and services.) as allowed by law, when you cannot make decisions about your own care, treatment, and service. You have the right to request access, request amendment to, and receive an accounting of disclosures regarding your health information as permitted under applicable law, right, as appropriate and as allowed by law, to be involved in including current information concerning your diagnosis, care, treatment, and service decisions, including the treatment and prognosis (Health Information Portability & Accountability Act 1996).

You, your family, and/or surrogate decision maker have the right, as appropriate and as allowed by law, to be involved in including current information concerning your diagnosis, care, treatment, and service decisions, including the treatment and prognosis (Health Information Portability & Accountability Act 1996).

You have the right to request an environment that preserves dignity and contributes to a positive self-image. You and your family have the right to request an ethics

consultation to assist in resolving any ethical issues, concerns or dilemmas regarding your care, treatment and services. You have the right to request

privacy and confidentiality as reasonable and appropriate under the circumstances. You have the right to request to be considered as a candidate

You have the right to communication that you understand, for organ/tissue/eyes donation. including qualified medical interpretation services and other You have the right to have your wishes concerning

reasonable accommodations, free of charge, if you have organ donation honored, within the limits of the law or special communication needs due to vision, speech, hearing, organizational capacity. language, or cognitive barriers or impairments.

You have the right to reasonable personal safety while you are a patient. You have the right to request consultation with another

including access to protective services, as physician or specialist, including a pain specialist. allowable by law and as reasonable under the circumstances.

| You and, when appropriate,
your family have the right to be | You have the right
to request to be informed of rules and

informed about the care you receive, including
treatment, regulations that apply to you as a patient, and to speak services and anticipated and unanticipated
outcomes. to a Patient Relations Representative to have complaints,

| You or your surrogate
decision-maker have the right to suggestions for improvements or concerns heard.
accept or refuse medical or surgical treatment to the extent



All patients have the right to be free from physical or mental Northside Hospital and its affiliated practices strive to provide abuse, and corporal punishment. satisfactory care, however if you have a concern that you feel

All patients have the right to be free from restraint or seclusion, was not satisfactorily addressed, you have the right to contact of any form, imposed as a means of coercion, discipline, a Patient Relations representative. You also have the right convenience, or retaliation by staff. Restraint or seclusion may to file a concern with the Georgia Department of Community only be imposed to ensure the immediate physical safety of the Health. You may reach them at 404-657-5728 or by mail at patient, a staff member, or others, and must be discontinued at 2 Peachtree Street, NE, 33rd Floor, Atlanta, GA 30303.

the earliest possible time. Patient safety concerns can be reported to The Joint Commission:

You have the right to freely voice complaints and recommend
• At www.jointcommission.org, using the changes without being subject to coercion, discrimination, “Report a Patient Safety Event” link in the reprisal, or unreasonable interruption of care, treatment, “Action Center” on the home page of the website and services.
• By fax to 630-792-5636
You have the right not to be transferred to another facility or organization, except in an emergency or as authorized by law, • By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181 without your consent to the transfer, including a complete explanation and alternatives to a transfer. (The other facility and you must accept the transfer.) If you are admitted to Northside Hospital, you will be notified

You have the right to request an itemized and detailed of additional rights you may have as a hospital patient.
explanation of charges for services rendered, and to be provided with financial counseling free of charge, as appropriate.

YOUR RESPONSIBILITIES

In order to create a partnership that will improve your care, we ask that you give careful consideration to your responsibilities to:

- Provide, to the best of your knowledge, accurate and
- Discuss your wishes regarding organ/tissue/eye donation with complete information about your health history, current your family, physician, personal attorney, and spiritual advisor. condition and current medication and adverse reactions.
- Show respect and consideration of others.
- Ask questions if you do not understand any aspect of the care, treatment, or services provided for you.
- Respect the privacy rights of others. Photographs, films, videos, and voice recordings of other patients or staff are not
- Cooperate with your doctor, nurse, and other caregivers. permitted.
- Follow the recommended treatment plan.
- Follow the practice’s policies and regulations.
- Report changes in your condition or anything you think
- Fulfill the financial obligations of receiving care, including
- might be a risk to you. accepting financial responsibility for any consultations with physicians or specialists, including pain specialists.
- Ask the doctor or nurse what to expect regarding pain and pain management.
- Request interpretation services when necessary.

Take responsibility for the outcome if you decline or refuse. Know that “more” is not always better. It is a good idea to find the recommended treatment. out why a test or treatment is needed and how it can help you.

including advance directives, with your family, physician, personal attorney and spiritual advisor.

Communicate your wishes regarding end of life decisions, If you have a test, don’t assume no news is good news. Always ask for the results of all tests.

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