

TROUSDALE MEDICAL CENTER
HIGHPOINT HEALTH SYSTEM

Patient Rights and Responsibilities

Patient Rights

Patients have the right to:

To considerate, respectful care at all times and under all circumstances with recognition of their personal dignity and free from all forms of abuse or harassment.

Within the law, to personal and informational privacy and confidentiality. His/her written permission will be obtained before his/her medical records can be made available to anyone not directly concerned with his/her care.

To expect reasonable safety concerning hospital practices and environment.

To know which physician or other practitioner is primarily responsible for coordinating their care and to obtain, from him/her, complete and current information concerning their diagnosis (to the degree known), treatment, outcomes of care (including unanticipated outcomes) and any known prognosis in terms that he/she can understand.

To reasonable continuity of care.

To participate in the consideration of ethical issues that arise in the provision of their care.

Of access to people outside the hospital by means of visitors and by verbal and written communication. Visitation privileges will not be restricted, limited or denied based on race, color, national origin, sex, religion, sexual orientation, gender identity, or disability. Visitation may be limited or restricted if deemed clinical necessary and in the best interest of the patient.

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.

To designate a representative who may be involved in the patient's care planning, discharge planning, and pain management. This representative shall receive a copy of the Patient's Rights.

To designate a support person, who may or may not be the same person as the patient's representative.

To reasonable, informed participation in decisions involving their health care and to receive as much information about any proposed treatment or procedure as the patient may need in order to give informed consent or to refuse the course of treatment. Except in emergencies, this information shall include a description of the procedure or treatment, the medically significant risks involved in the treatment, alternate course of treatment or non-treatment and the risks involved in each and to know the name and professional status of the person who will carry out the procedure or treatment and the names and professional relationships of other physicians and healthcare providers who will see him/her.

To formulate advanced directives and to appoint a surrogate to make health care decisions on their behalf to the extent permitted by law and to have hospital staff and practitioners who provide care in the hospital comply with these directions (to the extent permitted by state laws and regulations).

To refuse treatment to the extent permitted by law. If patients or their legally authorized representatives refuse treatment, preventing the provision of appropriate care in accordance with professional standards, the hospital may terminate the relationship with the patient upon reasonable notice. Patients have the right to be informed of the medical consequences of their refusal.

At their own request and expense, to consult with a specialist.

Not to be transferred to another facility or organization unless they have received a complete explanation of the need for the transfer, of the alternatives to such a transfer, and unless the transfer is acceptable to the other facility or organization.

To be informed by the practitioner responsible for their care of any continuing health care requirements following discharge from the hospital.

To request and to receive, regardless of the source of payment for their care, an itemized and detailed explanation of the total bill for services rendered in the hospital. Patients have the right to a timely notice prior to termination of eligibility for reimbursement of any third-party payer for the cost of care.

To exercise cultural and spiritual beliefs that do not interfere with the well being of others or the planned course of medical therapy for the patient.

To appropriate assessment and management of pain.

To be free from the use of seclusion or restraint, of any form, as a means of coercion, discipline, convenience, or retaliation by staff.

To have all of his/her rights apply to the person who may have legal responsibility to make decisions regarding medical care on behalf of the patient.

To reasonable responses to any reasonable request he/she may make for service.

Information regarding the Medical Center's rules and regulations applicable to their conduct as a patient. Patients are entitled to information on the Medical Center's mechanism for the initiation, review, and resolution of their complaints, including the quality of care that he/she receives or if he/she feels the determined discharge date is premature. At Trousdale Medical Center, Administration is responsible for handling patient and family concerns. Administration has the authority to act across departmental lines in resolving patient, family or visitor misunderstandings and/or dissatisfaction. Patients have the right to file a complaint or grievance with Administration by calling 615-328-6704. Patients also have the right to file a complaint with the state agency if they have a concern about patient abuse, neglect, or about misappropriation of the patient's property in the facility. This may be done by contacting the Tennessee State Board of Licensing Healthcare Facilities at 877-287-0010 or 425 Fifth Avenue North, Cordell Hull Bldg., 1st Floor, Nashville, Tn 37247.

The Medical Center should endeavor to provide an interpreter when patients do not speak or understand the predominant language.

The Medical Center should endeavor to involve neonates' children's, and/or adolescent patients' parents and/or legal guardians throughout the course of treatment and to provide any of the above described privileges and information to the parents and/or guardians of neonates, children, or adolescent patients.

All Medical Center personnel, medical staff members and contracted agency personnel performing patient care activities shall observe these patient rights.

Patient Responsibilities

Patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their present complaints, past illness, hospitalization, medication, and other matters relating to their health. They have the responsibility to report unexpected changes in their condition to the responsible practitioner. Patients are responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them. They have the responsibility to question the hospital staff if a procedure or treatment does not seem appropriate.

Patients are responsible for following the treatment plan recommended by the practitioner primarily responsible for their care.

Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

Patients are responsible for assuring that the financial obligations of their health care are fulfilled as promptly as possible.

Patients are responsible for following rules and regulations affecting patient care and conduct.

Patients are responsible for being considerate of the rights of other patients and hospital personnel and for assisting in the control of noise and the number of visitors. Patients are responsible for being respectful of the property of other persons and of the hospital.

Patients are responsible for adhering to the Tobacco Usage Policy of the hospital. There are specific outside areas set aside for patient and visitor smoking.