

PATIENT RIGHTS

You, the patient, have the right to:

- Be treated without regard to your race, nationality, religion, beliefs, age, disability, sex, sexual orientation, gender identity or expression, or any other basis prohibited by federal, state, or local law.
- Have language services provided to you in your primary language during the delivery of all significant healthcare services at no cost.
- Access your medical records in a timely manner.

You have the right to considerate and respectful care, including the right to:

- Be safe from abuse, harassment, or restraint as a form of discipline.
- Wear appropriate clothing or cultural or religious items as long as doing this does not interfere with your treatment.
- See your bills and have them explained to you.
- Have your complaints handled fairly. Your care will not be affected if you share any complaints with us.

You have the right to privacy, including the right to:

- Receive care in an environment that preserves dignity and contributes to a positive self-image.
- Have the contents of your medical record protected, whether oral or in paper or electronic format, from unauthorized disclosure.
- Not have any photos or videos taken of you unless you agree to this, except as needed to treat you.

You (or your representative) have the right to be involved in all aspects of your care. This includes the right to:

- Participate in your treatment/care plan, discharge plan and/or pain management plan.
- Have your wishes for advance care (living will, power of attorney) or organ donation followed.
- Refuse tests or treatment.
- Leave the hospital (unless prohibited by law) and to be told what might happen if you do. If you leave the hospital against medical advice, we will not be responsible for any medical or financial issues that may result.
- Have a visitor(s) of your choice with you in the hospital or clinic exam room unless the presence of that person interferes with your care or other patients' care.

To keep you safe, we encourage you and your family to become actively involved in your care by:

- Confirming to us which part of your body will be operated on.
- Confirming we check your ID band before we give you medicine or blood.
- Confirming we clean our hands before caring for you. You may ask us to clean our hands if you don't see us clean them before caring for you.
- Confirming we are wearing our ID badge.
- Asking questions.
- Understanding the medicines you are taking and why.

It is your responsibility to:

- Give us truthful and complete information about your health, medicines, and insurance.
- Ask any questions you may have about your treatment and what you need to do to take care of yourself.
- Follow your treatment plan.
- Give us a copy of any living will, power of attorney, or donor forms you may have.
- Follow all hospital and clinic rules, including the no smoking policy.
- Maintain the privacy of staff, other patients, and visitors by not recording or photographing them without their consent.
- Accept that bad language or bad behavior will not be tolerated and may be grounds for your removal from the facility if not experiencing an emergency, or termination from a physician practice.
- Respect other patients, visitors, staff, and property.
- Tell us if you are concerned about or notice any changes in your condition.
- Go to all of your appointments and be on time.
- Let us know if you are concerned about your privacy.

If you have concerns or complaints:

- Please share your complaints and concerns with:
 - The staff delivering your care
 - The department manager
 - Erlanger's Office of Patient Experience at 423-778-7990
 - Visit erlanger.org/contact-us or email OPE@erlanger.org
 - For NC based facilities and practices, you may also contact Administration at 828-835-7503

If you have a concern regarding the quality of your care or about patient safety and our management staff has been unable to help you resolve that concern, you may contact DNV Healthcare and/or the Tennessee Office for Licensure for Health Care Facilities.

- DNV provides five channels for submitting a hospital complaint:
Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>
Email: hospitalcomplaint@dnv.com
Phone: 866-496-9647
Fax: 281-870-4818
Mail: DNV Healthcare USA Inc., Attn: Hospital Complaints, 4435 Aicholt Road, Suite 900, Cincinnati, OH 45245
- The TN Department of Health may be contacted at 1-800-852-2187 or by mail at TN Department of Health, Office of Investigations, 665 Mainstream Drive, 2nd Floor, Suite 201, Nashville, TN 37243.
- If you have TennCare and have problems getting medical care, ask for a copy of the TennCare medical appeal form. You may also contact TNCARE Solutions, P.O. Box 593, Nashville, TN 37202-0593, Phone: 800-878-3192, TTY/TDD: 800-772-7647.
- The NC Department of Health may be contacted at 1-800-624-3004 or 919-855-4500, by fax at 919-715-7724, by mail at NC Division of Health Services Regulation, Complaint Intake Unit, 2711 Mail Service Center, Raleigh, NC 27699-2711, or online at <https://info.ncdhhs.gov/dhsr/ciu/filecomplaint.html>.
- If you have NC Medicaid, the NC Medicaid, Division of Health Benefits may be contacted at 2501 Mail Service Center, Raleigh, NC 27699-2501. You may also contact the NC Medicaid Contact Center at 888-245-0179 or the NC Medicaid Ombudsman at 877-201-3750.
- Erlanger Health complies with the Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975. No individual shall, on the grounds of race, sex, color, creed, national origin, age or handicap be kept from participating, be denied the benefits of, or be otherwise discriminated against, under any programs or services offered by Erlanger. Concerns regarding Erlanger's noncompliance with referenced laws may be reported to the Integrity Line 1-877-849-8338.