

PATIENT BILL OF RIGHTS

Providing you with quality care is our number one priority. We aim to do this in a manner that will assure your satisfaction, dignity and comfort. Following is a statement of your rights and responsibilities while you are with us.

We believe. . .

Cool Springs Family Medicine is obligated:

- To provide you competent, considerate and courteous care which recognizes your dignity and needs without regard to such consideration as race, sex, color, religion, national origin, disability or the source of payment for your care.
- To respond as promptly and as courteously as may be possible to any reasonable requests for service, which do not conflict with your physician's orders or health requirements, with the understanding that other patients may have similar or more urgent needs.
- To recognize and respect the special needs of infants, children, adolescents, geriatric patients and their families.
- To demonstrate respect for your cultural and spiritual values, beliefs and philosophy, unless they harm others, are disruptive, or interfere with the planned course of your medical therapy.
- To provide you a secure environment and to protect your right to privacy and keep your records and communications pertaining to your care confidential, in accordance with the law and professional ethics.
- To provide free and reasonable communications in languages or techniques that aid in your understanding and decisions regarding your treatment.
- To provide access, within the limits of the law, to medical information contained in the patient's medical record to the patient and/or patient's legally-designated representative.
- To provide prompt and accurate answers to any questions you may have concerning any charges billed to your patient account.
- To provide information about advance directives that would allow you to make your own healthcare decisions for the future and to have your chosen representative exercise these rights for you if you are not able to do so.
- To include you and your designated representatives in decisions surrounding your care, including ethical issues, conflict resolution withholding resuscitative services, forgoing or withdrawal of life-sustaining treatment, participation in investigational studies or clinical trials, and the use of restraints and/or appropriate alternatives, and to honor the decisions you may have made in this regard
- To provide information about pain and pain relief measures, believe your report of pain, prevent and manage pain, and respond to reports of pain using state-of-the-art pain management in a timely manner.
- To provide you and your family the opportunity to voice any complaints, concerns, or grievances that you may have regarding your care and to ensure that you receive a prompt response. Your right to quality patient care will not be impacted or denied as a result of your expression of a complaint or concern.
- To support your right to access protective services such as, guardianship and advocacy services, conservator ship, and child or adult protective services.
- To ensure respectful, responsive care for the end-of-life patients by: fostering comfort and dignity, providing appropriate treatment for primary and secondary symptoms, effectively managing pain, and by responding to any other emotional, spiritual, and cultural needs that you or your family might have.

- To inform you of your caregiver's (nurses physicians, etc.) identity, even when those caregivers are students residents or other trainees.
- To inform you of the relationship of this hospital to other healthcare and educational institutions, where this may pertain to your care.

THE PHYSICIAN is obligated:

- To inform you of the planned course of treatment, including a reasonable explanation about procedures and/or operations.
- To fully inform you of the need of transfer to another health facility and the alternative to such a transfer when such may become necessary.
- To respond to the patient's reports of pain and to provide timely and effective pain management.
- To permit you to decline any treatment, and inform you of any known possible legal and physical ramifications which could result from such action.
- To advise you in advance of any research/educational or human experimentation projects this may involve you, and your right to refuse such involvement at any point in the research.
- To provide you reasonable continuity of care while you are a patient here and following your discharge.

YOU, THE PATIENT, are obligated:

- To keep, to the best of your ability, all appointments scheduled for you or to telephone the hospital when you cannot keep a scheduled appointment.
- To follow, to the best of your ability, all reasonable instructions prescribed by your diagnosis, care and treatment, and to inform the physician or nurse of any instructions with which you cannot comply. Remember, you are responsible for your actions if you refuse treatment or do not follow the physician's instructions.
- To provide or make available adequate information concerning your health, medical history and past hospitalization.
- To ask your doctor or nurse about pain management, discuss pain relief options, and to work with your nurse or doctor to develop a pain management plan. You are encouraged to ask for pain relief when pain first begins and to promptly report your pain or questions about pain medications.
- To show consideration for other patients by not smoking, keeping noise to a minimum, and being respectful to other patients and staff.
- To provide information concerning your ability to pay for services and to work with the hospital in assuring that you pay all charges according to your ability.
- To request information or discussion of any ethical issue regarding your healthcare and to bring the matter to the attention of your physician, nurse, patient representative, or social worker.