

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 patient rights, responsibilities and ethics.
- You have the right to considerate, and respectful care and compassionate medical care, regardless of your race, religion, 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 an identified surrogate decision-maker, as allowed by law, when you cannot make decisions about your own care, treatment, and service.
- You, your family, and/or surrogate decision maker have the right, as appropriate and as allowed by law, to be involved in care, treatment, and service decisions, including the assessment and treatment of your pain.
- You have the right to request an environment that preserves dignity and contributes to a positive self-image.
- You have the right to request privacy and confidentiality as reasonable and appropriate under the circumstances.
- You have the right to communication that you understand, including qualified medical interpretation services and other reasonable accommodations, free of charge, if you have special communication needs due to vision, speech, hearing, language, or cognitive barriers or impairments.
- You have the right to request consultation with another physician or specialist, including a pain specialist.
- You and, when appropriate, your family have the right to be informed about the care you receive, including treatment, services and anticipated and unanticipated outcomes.
- You or your surrogate decision-maker have the right to accept or refuse medical or surgical treatment to the extent permitted by law, including for-going or withdrawing life-sustaining treatment or withholding resuscitative services, in accordance with law and regulation.
- 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.)
- You have the right to request access, request amendment to, and receive an accounting of disclosures regarding your own health information as permitted under applicable law, including current information concerning your diagnosis, treatment and prognosis (Health Information Portability & Accountability Act 1996).
- 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 to be considered as a candidate for organ/tissue/eyes donation.
- You have the right to have your wishes concerning organ donation honored, within the limits of the law or organizational capacity.
- You have the right to reasonable personal safety while you are a patient, including access to protective services, as allowable by law and as reasonable under the circumstances.
- You have the right to request to be informed of rules and regulations that apply to you as a patient, and to speak to a Patient Relations Representative to have complaints, suggestions for improvements or concerns heard.

- All patients have the right to be free from physical or mental abuse, and corporal punishment.
- All patients have the right to be free from restraint or seclusion, of any form, imposed as a means of coercion, discipline, convenience, or retaliation by staff. Restraint or seclusion may only be imposed to ensure the immediate physical safety of the patient, a staff member, or others, and must be discontinued at the earliest possible time.
- You have the right to freely voice complaints and recommend changes without being subject to coercion, discrimination, reprisal, or unreasonable interruption of care, treatment, and services.
- You have the right not to be transferred to another facility or organization, except in an emergency or as authorized by law, without your consent to the transfer, including a complete explanation and alternatives to a transfer. (The other facility and you must accept the transfer.)
- You have the right to request an itemized and detailed explanation of charges for services rendered, and to be provided with financial counseling free of charge, as appropriate.
- Northside Hospital and its affiliated practices strive to provide satisfactory care, however if you have a concern that you feel was not satisfactorily addressed, you have the right to contact a Patient Relations representative. You also have the right to file a concern with the Georgia Department of Community Health. You may reach them at 404-657-5728 or by mail at 2 Peachtree Street, NE, 33rd Floor, Atlanta, GA 30303. Patient safety concerns can be reported to The Joint Commission:
 - At www.jointcommission.org, using the "[Report a Patient Safety Event](#)" link in the "Action Center" on the home page of the website
 - By fax to 630-792-5636
 - By mail to Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181
- If you are admitted to Northside Hospital, you will be notified of additional rights you may have as a hospital patient.

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 complete information about your health history, current condition and current medication and adverse reactions.
- Ask questions if you do not understand any aspect of the care, treatment, or services provided for you.
- Cooperate with your doctor, nurse, and other caregivers.
- Follow the recommended treatment plan.
- Report changes in your condition or anything you think might be a risk to you.
- Ask the doctor or nurse what to expect regarding pain and pain management.
- Take responsibility for the outcome if you decline or refuse the recommended treatment.
- Communicate your wishes regarding end of life decisions, including advance directives, with your family, physician, personal attorney and spiritual advisor.
- Discuss your wishes regarding organ/tissue/eye donation with your family, physician, personal attorney, and spiritual advisor.
- Show respect and consideration of others.
- Respect the privacy rights of others. Photographs, films, videos, and voice recordings of other patients or staff are not permitted.
- Follow the practice's policies and regulations.
- Fulfill the financial obligations of receiving care, including accepting financial responsibility for any consultations with physicians or specialists, including pain specialists.
- Request interpretation services when necessary.
- Know that "more" is not always better. It is a good idea to find out why a test or treatment is needed and how it can help you.
- If you have a test, don't assume no news is good news. Always ask for the results of all tests.



NORTHSIDE HOSPITAL

NOTICE TO OUR PATIENTS: Population Health Improvement

If you've visited the doctor lately, you may have been asked some medical questions that don't seem relevant to your visit. For example, you may have seen an orthopedic surgeon and he asked you about your last flu vaccine. You may be concerned because these questions don't relate to the reason for your visit and may seem like a waste of time. There is a good reason for these questions if you will allow us to explain a bit further.

CMS (Centers for Medicare & Medicaid Services) has worked with national quality improvement organizations to develop quality metrics to improve the health of the U.S. population as a whole. Their focus has shifted from treatment of illness and injury to ways to prevent those conditions. Northside and its affiliated medical practices have embraced the new CMS approach in order to improve the health of our community through preventive care. This means that specialists (i.e. orthopedic surgeons, cardiologists, neurologists, etc.) may be asking some questions that pertain to your overall health and not just the particular issue you are seeing them for. By doing this, your provider hopes to help you become healthier overall and not just with the particular condition he or she is treating.

Some of the topics we will be discussing at your visit include vaccines, body mass index, tobacco and alcohol use, blood pressure, etc. Your specialist may not be the physician treating you for your high blood pressure, but he or she will discuss how that condition affects the decisions they make in your treatment and why it's important to control it. Your physician may also provide you with informational handouts on some of these topics.

We know that some of the topics discussed may be difficult or sensitive to some patients or you may feel like your physicians are harassing you if each one talks to you about smoking or your weight. We apologize in advance, but hope you understand it's in the best interest for your overall health and the health of our community.

We hope this letter helps to clarify any confusion and if you have any questions, of course, always ask your doctor.