Sentara Patient Rights and Responsibilities

You Have the Right To . . .

Respectful Treatment

- Be provided care without regard to your race, culture, color, sexual orientation, religion, spirituality, sex, marital status, age, national origin, or disability, and to have your individuality respected.
- Be treated kindly and respectfully by all Sentara personnel.
- Receive considerate and high quality health care.
- Have a family member or representative of your choice and your own Physician promptly notified of your admission to the hospital.
- Have a safe environment within the hospital and freedom from abuse or harassment.
- Be informed of your rights as our patient and Sentara's complaint resolution process (ask your nurse to call your Patient Advocate for more information).

Informed Consent & Advance Directive Information

- Be given information about the Advance Directives and an opportunity to complete an Advance Directive regarding your care.
- Designate another person to make decisions for you if you are unable to express your wishes.
- Adequate information, except in emergencies, in order for you or your surrogate, to give an Informed Consent for procedures or the receiving of blood.

Your Participation in Decisions Regarding Your Healthcare

- Know the name of the physician or healthcare professional responsible for your care.
- Be informed regarding your illness, course of treatment, risks vs. benefits and potential outcomes of health care decisions as well as your right to accept or refuse medical or surgical treatment.
- Ask your physician for complete, current information concerning your diagnosis, treatment, alternatives of care and treatment, and prognosis in terms you can understand.
- Participate in the development of your Plan of Care and the way it is carried out.
- Receive responses to your questions for services from physicians and hospital personnel.
- Participate with your healthcare team in any Patient Care Conference regarding your care.
- Make decisions regarding your health care that honors your unique needs.
- Have your appointed surrogate speak for you, if you are unable to participate.
- Have the right to exercise an appeal if you are given a written Notice of Non-Coverage stating that your insurance will no longer cover your care.
- Have the right to appeal your discharge if you think that you are being asked to leave the hospital too soon.

Information Regarding Relationships to the Hospital, Healthcare Professional & Research Activities

- Know of any relationship this hospital has to other health care and educational institutions involved in your care, as well as any professional relationships among individuals, by name, who are treating you.
- Know if your physician proposes to engage in research activities that may affect your care or treatment.
- Know you have the right to refuse to participate in any research project.

Comfort Measures & Safety

- Have your pain appropriately and quickly assessed and effectively managed.
- Receive information regarding pain and suitable pain relief measures.
- Be free from restraints unless they are medically necessary to use for your safety and well being.
- Know that if restraints are required, the least restrictive measures will be used to protect you or others from harm or injury.

Special Needs

- Receive help with assistive hearing devices and obtaining interpreters for those with significant hearing loss or those who are non-English speaking as well as others needing communication assistance.

Privacy & Confidentiality of Your Medical Information

- Have privacy concerning your own medical care, treatment, examinations, and medical information.
- Have your personal privacy respected and honored.
- Review your medical record and have the information explained, except where restricted by law.
- Review your medical information, and if you are too sick, it will be available to your chosen surrogate decision maker on your behalf.
- Expect that all communications and records about your care will be held confidential by physicians and hospital personnel.

Continued Care Upon Discharge

- Receive information about your continued care after you leave the hospital.
- Be notified as soon as possible of your discharge from the hospital so you will be able to arrange for your transportation home and any other needed services for your recovery.
- Choose your preferred Continuing Care provider, should you need care after you are discharged.

Financial Information

- See your hospital bill and have it explained to you.
- Inquire about financial assistance and arrangements in paying your bill or filing insurance forms.

Voice Your Concerns or Suggestions

- Know about hospital resources within Sentara, such as the Patient Advocate, Sentara Promise Line, and the Ethics Committee, which are here to help you resolve problems and to answer questions about your hospital stay and care.
- File a grievance. Please contact your Patient Advocate, Administration, or the Sentara Promise Line at (757) 388-4357.
- If you need additional assistance, you may contact the Virginia Department of Health Office of Licensure and Certification at:

  Tel: ***1-800-955-1819***
  Fax: ***1-804-527-4503***
  Address: ***9960 Mayland Drive, Suite 401***
  Richmond, Virginia 23233

- If you have a patient care or safety concern that you would like to voice to The Joint Commission Connect, please contact them at:

  Tel: ***1-800-994-6610***
  Fax: ***1-630-792-5636***
  Email: ***complaint@jointcommission.org***
  Web site: ***www.jointcommission.org***
  Address: ***The Joint Commission***
  One Renaissance Boulevard
  Oakbrook Terrace, IL 60181

Your Responsibilities as Our Patient are to:

- Provide your physician with a copy of your Advance Directive: Living Will and Durable Power of Attorney for Healthcare.
- Provide all members of the healthcare team with the necessary personal and medical history required for your treatment.
- Wear your hospital identification band at all times for accuracy in patient identification.
- Be considerate and respectful of your healthcare team.
- Actively participate in your care, cooperating with and following the directives of your healthcare team.
- Ask your physician or nurse what to expect regarding pain and the management of your pain.
- Participate in a plan of pain management, including discussing pain relief options with your physician or nurse.
- Be respectful and considerate of other patients.
- Follow the hospital visitor policy.
- Ask if you do not understand any aspect of your care, and to request more information, if you need it.
- Tell your physician if you are not able or willing to follow the treatment plan recommended for you.
- Make certain we have the correct information regarding your medical insurance.
- Make the appropriate financial arrangements for payment of your hospital bill.
- Participate actively in continued care after discharge from the hospital.
- Keep follow-up appointments.
- Not use tobacco products on a Sentara campus. For your health and the health of others, we are a "Tobacco Free" campus.

SENTARA®