Let’s TALK about...

Patient Rights and Responsibilities

What you should know about your Rights and Responsibilities

- Please contact Hospital Administration/the Hospitals Section 504 Coordinator:
  Francie Golden/Director of Mission/Section 504 Coordinator
  Sentara Princess Anne Hospital
  2025 Glenn Mitchell Drive
  Virginia Beach, Virginia 23456
  Phone: (757) 507-1531 • Fax: (757) 716-3954 • TDD: (757) 388-2123

OR

- Call the Sentara Promise Line at 1-800-SENTARA or (757) 388-4357
- A written response will be mailed to you within 7 days of receipt.
- Grievances must be submitted to the Section 504 Coordinator within forty-five (45) calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504 Coordinator (or his/her designee) shall conduct an investigation of the complaint and shall issue a written decision on the grievance no later than thirty (30) days after its filing.
- The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Hospital Administrator within fifteen (15) calendar days of receiving the Section 504 Coordinator’s decision. The Hospital Administrator shall issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.
- Sentara Princess Anne Hospital will make appropriate arrangements to ensure that individuals with disabilities are provided with appropriate auxiliary aids and services, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.
- Filing a grievance with Sentara Princess Anne Hospital’s Section 504 Coordinator (or his/her designee) does not prevent the applicant, Patient, or his/her Companion from filing a complaint with the:
  - Virginia Department of Health
    Offices of Licensure and Certification
    9960 Mayland Drive, Suite 401
    Richmond, VA 23233-1463
    Phone: 1-800-955-1819 • FAX 1-804-527-4503

OR

- Office for Civil Rights
  Region III Philadelphia, PA
  U.S. Department of Health and Human Services
  150 S. Independence Mall West
  Suite 372, Public Ledger Building
  Philadelphia, PA 19106-9111
  Phone: (215)861-4441 • Hotline: (800) 368-1019 • FAX: (215)861-4431
  TDD: (215)861-4440
  Website www.hhs.gov/OCR

Sentara Healthcare is committed to providing you with the highest quality care and service. We want to partner with you to make sure that your experience here is excellent, comfortable, safe, and respectful.

The law guarantees you certain rights as a patient. This brochure summarizes the law and Sentara Healthcare’s commitment to our patients. If you have any questions about your rights and responsibilities as a patient, or want to share a concern or a compliment, please call our Sentara Promise Line at 1-800-SENTARA or (757) 388-4357.
Communication and Decision Making

You have the right...
- To know the name, role, and specialty of all people who are providing your care.
- To medical confidentiality as provided under the law.
- To have your medical care and treatments explained to you clearly.
- To participate in informed decisions about your plan of care.
- To be treated with respect and dignity.
- To appoint a Healthcare Agent.
- To read your medical record and request a copy of your record.
- To express concerns about your care or safety and receive a prompt response.
- To have your medical care and treatments explained to you clearly.
- To medical confidentiality as provided under the law.
- To interpretive services and/or special devices if you are limited-English speaking, deaf, or hard of hearing, visually impaired, or other impaired sensory/manual/speaking skills, at no cost to you.
- Family members or friends will not be used as interpreters unless specifically requested by you and only after you understand that an offer of interpretive services, at no charge, is available to you by the facility. Your preference for interpretive services will be documented in your medical record.
- To effective communication.
- Sign language and oral interpreters, TTY/TDD’s, video remote interpreting (VRI), assisted listening devices, closed caption TVs, picture boards, cue cards, documents in multiple languages and/or other auxiliary aids and services, are available free of charge to patients and companions who are deaf, are hard of hearing, have speech disabilities, sensory/manual impairments, or are limited English speaking people. For assistance, please contact any Sentara Princess Anne Hospital personnel for assistance.
- Written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms will be read to you out loud and forms will be explained to you by staff if you are blind or have low vision. Services include large print and material converted to Braille. For assistance, please contact any Sentara Princess Anne Hospital personnel for assistance.
- The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504) prohibits discrimination against people with disabilities. People, who are deaf, are hard of hearing, have speech disabilities, have sensory/manual impairments are blind or have low vision, have the right to request auxiliary aids and to receive services.
- For more information about the ADA, call the Department of Justice’s toll-free ADA Information Line at 1-800-514-0301 (voice), 1-800-514-0383 (TTY) or visit the ADA Home Page at www.adao.gov.
- For more information about Section 504, call the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) at 1-800-368-1019 (voice) or 1-800-537-7697 (TDD) or visit OCR’s Home Page at www.hhs.gov/ocr.
- To review your whiteboard and daily goals of care.
- To have your Primary Care Physician and your representative of choice notified of your admission.

Personal Matters

You have the right...
- To facilities that are accessible to you.
- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings
- Level access into first floor level with elevator access to all other floors
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- To have visitors of your choosing, including but not limited to, a spouse, or domestic partner (including same- sex domestic partner) another family member, or a friend, 24 hours a day 7 days a week with some limitations.
- To tell us how, if at all, you would like your family to participate in your care and decision making.
- To access spiritual support while you are in the hospital.

Treatment and Care

You have the right...
- To have your Advance Care Plan (Advance Directive) honored, and to receive information on Advance Care Plans if you do not have one and request more information.
- To be kept safe at all times, and free from abuse or harassment.
- To personal privacy at all times within the capacity of the facility.
- To have your pain addressed promptly by your medical team.
- To refuse to be examined, observed, or treated by students or hospital staff without jeopardizing your access to care.
- To receive complete information regarding all treatments that are medically appropriate.
- To refuse to participate in medical research studies.
- To a quick response from your medical team when you are in pain.
- To prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.
- To complete information regarding all treatments that are medically appropriate.
- To receive the highest medical care that meets the standards of Sentara Healthcare regardless of race, culture, color, spirituality, religion, marital status, age, gender, sexual orientation, national origin or any disability or handicap or source of payment for your care.
- To notice of non-coverage and to appeal if you think your discharge is premature.

Financial Matters

You have the right...
- To know if your doctor has a financial or other conflict of interest as it relates to your care.
- To request and receive information regarding financial assistance or no cost treatment.
- To request and receive an itemized bill and an explanation of the bill.

Your Responsibilities

As a patient, healthcare agent, or guardian, we ask that you...
- Provide us with a copy of your Advance Care Plan (Advance Directive).
- Provide complete and accurate information about your medical history.
- Tell a doctor or nurse when you feel better or worse, especially if there is a sudden change in how you feel.
- Work collaboratively with your medical team.
- Speak up if you have a concern about your safety as a patient.
- Be considerate of other patients. This includes helping to control noise.
- Follow the rules of the hospital which are designed to keep you, other patients, and visitors safe and comfortable.
- Not smoke or use tobacco products in our hospitals or on the grounds of the hospital. We are a tobacco free campus.
- Provide accurate information about your insurance or lack of insurance.
- To make arrangements for payment of your bill to the extent that you can.

Voice Your Concerns or Suggestions

As a recipient of Federal financial assistance and a local government agency, Sentara Princess Anne Hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity, national origin or any disability or handicap or source of payment in admission or access to, or treatment or employment under any of its programs and activities, whether carried out by Sentara Princess Anne Hospital directly or through a contractor or any other entity with which Sentara Princess Anne Hospital arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, and 28 CFR Part 35.

Sentara Princess Anne Hospital has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances alleging any action prohibited by Section 504 and Title III of the ADA, or the Federal regulations implementing these laws.

You have the right...
- To know about hospital resources within Sentara, such as the Patient Advocate, the Section 504 Coordinator, Guest Services, Sentara Promise Line, and the Ethics Committee, which are here to help you resolve problems and to answer questions about your hospital stay and treatment.
- Call the Hospital Operator or ask your Nurse to contact the Patient Advocate or Ethics Consultant.
- To know how to file a complaint or grievance with the hospital.