

Let's TALK about...
patient rights and
responsibilities





Communication and decision making

You have the right to...

- Participate in informed decisions about your plan of care.
- Have your medical care explained to you clearly.
- Be treated with respect and dignity.
- Appoint a Healthcare Agent.
- Confidentiality of your medical information and records.
- Review your whiteboard and daily goals of care.
- Know the names and roles of your health care team members.
- Read your medical record and request a copy be provided.
- Express concerns about your care or safety and get a prompt response.
- Interpreter and translation services, assistive devices, and communication aids and services, at no cost to you.
- Have your Primary Care Physician (PCP) and your representative of choice notified of your admission. If you do not want your PCP notified, please let us know.

Personal matters

You have the right to...

- Have visitors of your choosing, including but not limited to a spouse, domestic partner (including same-sex domestic partner), another family member or friend, without regard to race, color, national origin, religion, sex, sexual orientation, gender identity or disability, 24 hours a day, 7 days a week with some limitations.
- Tell us how, if at all, you would like your family to take part in your care and decision-making.
- Access spiritual support while you are in the hospital.
- Appoint a Designated Support Person (DSP) if you have a diagnosed disability and need ongoing support for that disability.

Treatment and care

You have the right to...

- Have your Advance Care Plan (Advance Directive) honored, and to receive information or help completing an Advance Care Plan, if requested.
- Be kept safe and free from abuse, harassment, or discrimination.
- Expect that your personal privacy will be respected, within the ability of the facility, while keeping you safe.
- Have your pain addressed and to be involved in decisions about the treatment of your pain.
- Be free from seclusion and restraint that is not medically necessary.
- Refuse to be examined, observed, or treated by students or hospital staff.
- Request and/or refuse treatment; but you do not have the right to demand treatment that is medically unnecessary or inappropriate.
- Prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.

- Receive notice of non-coverage and to appeal if you think your discharge is premature.
- Refuse to take part in medical research studies.

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.
- Request information about financial help or no-cost treatment.
- Request an itemized bill and an explanation of the bill.





Your responsibilities

As a patient, healthcare agent, or guardian, we ask that you (and your visitors)...

- 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.
- Provide accurate contact and billing information.
- Arrange for payment of your bill to the extent that you can.
- Be considerate and respectful of staff, other patients, and facility property. This includes helping to control noise.
- Follow the rules of the facility, which are designed to keep you, other patients, and visitors safe and comfortable.
- Not smoke, vape or use tobacco products in our facilities or on Sentara property.

Voice your concerns or suggestions

You have the right to...

- Know about hospital resources within Sentara, such as the Patient Advocate, 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, Guest Services or Ethics Consultant.
- Know how to file a complaint or grievance with...

Sentara

Please contact the Patient Advocate, Hospital Administration or call the Sentara Promise Line at 1-800-SENTARA, TDD: 711.

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 ▪ TDD: 1-800-828-1120

The North Carolina Division of Health Service Regulation

Complaint Intake Unit

2711 Mail Service Center

Raleigh, NC 27699-2711

Phone: 1-800-624-3004 (within NC)

or 1-919-855-4500 (outside NC)

Fax: 1-919-715-7724 ▪ TDD: 1-800-735-2962.

DNV

DNV Healthcare USA Inc.,

Attn: Hospital Complaints

4435 Aicholtz Road, Suite 900

Cincinnati, OH 45245

Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>

Email: hospitalcomplaint@dnv.com

Phone: 866-496-9647 ▪ Fax: 281-870-4818



Our nondiscrimination policy

- As a recipient of Federal financial assistance, Sentara 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, gender expression, national origin, disability, or source of payment in admission, access to, treatment, or employment under any of its programs and activities, whether carried out by Sentara directly, through a contractor, or any other entity with which Sentara 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, Titles II & III of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, 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 Title 28 CFR Part 35.
- Sentara has adopted an internal grievance procedure supporting the prompt and fair resolution of grievances alleging any action prohibited by this statement.



Effective communication

**You and your companions
have the right to...**

- Effective communication.
- Interpreter services at no cost to you.
- Free access to qualified sign language and oral interpreters, TDD, video remote interpreting, assisted listening devices, closed caption TVs, picture boards, cue cards, documents in multiple languages, and other auxiliary aids and services.
- Have written materials read to you out loud and explained to you by staff, if you are blind or have low vision, including treatment, benefits, services, waivers of rights, and consent to treatment forms.
- Large print and material converted to Braille.
- Assistive devices for persons with impaired manual skills.

Accessibility

You have the right to...

- Accessible facilities.
- Convenient off-street parking marked specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, and medical equipment.

Discrimination grievance procedure

If you believe Sentara has failed to provide these services or discriminated based on our Nondiscrimination Policy

- You have the right to file a grievance with...
 - Sentara's Civil Rights Coordinator:
Katy Trapp
Director of Center for Healthcare Ethics
350 Centre Pointe Drive
Virginia Beach, Virginia 23462
Phone: (757) 252-9550
Fax: (757) 965-2804 ▪ TDD: 711
- Grievances must be sent to the Civil Rights Coordinator within sixty (60) calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- The grievance must be in writing via mail, fax, or e-mail, and include the name and address of the person filing it, the location, date and problem or action alleged to be discriminatory, and the remedy or relief sought.

- The Civil Rights Coordinator (or designee) will investigate the complaint and issue a written decision no later than thirty (30) days after its filing.
- The person filing the grievance may appeal the decision of the Civil Rights Coordinator by writing to the Division President/Hospital Administrator within fifteen (15) calendar days of receiving the Civil Rights Coordinator's decision. The Administrator will issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.
- The Sentara Civil Rights Coordinator will arrange for appropriate auxiliary aids, services, and interpreters to ensure that individuals with disabilities and/or who have limited-English proficiency are able to participate in this grievance process.
- Sentara will not retaliate against anyone who files a grievance or takes part in the investigation.
- Filing a grievance with Sentara's Civil Rights Coordinator (or designee) does not prevent you from filing a grievance with the:

U.S. Department of Health and Human Services,
Office for Civil Rights
200 Independence Avenue
SW Room 509F
HHH Building
Washington, DC 20201

Phone: 1-800-368-1019 ▪ TDD: 800-537-7697

Complaint Portal:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Complaint forms:

<http://www.hhs.gov/ocr/office/file/index.html>.



Our commitment to you

Sentara 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'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 1-757-388-4357 TTY/TDD: 711.

Atención: si habla español, tiene a su disposición servicios lingüísticos gratuitos. Llame al 844-809-6648.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 844-809-6648 번으로 전화해 주십시오.

注意: 如果您讲中文普通话, 则将为您提供免费的语言辅助服务。请致电 844-809-6648。

ATTENTION: Language assistance services are available to you free of charge. Call 844-809-6648.

Sentara complies with applicable Federal Civil Rights Laws and 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, gender expression, national origin, disability, or source of payment.

Sentara Promise Line

1-800-SENTARA
1-757-388-4357
TTY/TDD: 711

sentara.com

