

PATIENT RIGHTS & RESPONSIBILITIES

It's your health. It's your responsibility.

Vanderbilt University Medical Center provides medical treatment without regard to race, creed, sex, nationality, gender or source of payment. As our patient, you are entitled to safe, considerate, respectful and dignified care at all times.

As a patient at Vanderbilt University Medical Center, you have the right to:

- Receive care in a safe setting, free from any form of abuse or harassment.
- Receive appropriate assessment and management of pain.
- Have a family member or representative of your choice and your personal physician promptly notified of your admission to the hospital.
- Receive treatment free from restraints or seclusion unless clinically necessary to provide acute medical, surgical or behavioral care.
- Wear appropriate personal clothing or religious, cultural or other symbolic items that do not interfere with recommended treatment or procedures. You will receive respectful consideration of your beliefs in regard to these items.

You are entitled to personal and informational privacy as required by law. This includes your right to:

- Know the identity, professional status, role and business relationship of all those involved in your care.
- Undergo examinations in reasonably private visual and auditory surroundings.
- Request that a person of your own gender be present during physical examinations.
- Review or obtain copies of your medical records and financial records.
- Obtain a list of certain disclosures of your medical information made in accordance with state and federal laws.
- Request an amendment to your medical records if you believe information is not correct.
- Have your medical records read and discreetly discussed only by those directly involved with or related to your care, by anyone to whom you have given permission, or by those who have legal custody, or other authorized individuals.
- Experience confidentiality in all aspects of your care and payment sources. Vanderbilt University Medical Center will involve only those acting in an official capacity for the medical center, and will exclude any individuals you choose to exclude.
- Protective privacy when necessary to provide for your personal safety or for the safety of other patients, visitors, and staff.

- Preservation of the safety and security of your personal belongings from search or seizure except for reasonable cause.

As a patient at Vanderbilt University Medical Center, you have the right to:

- Be involved in all aspects of your care and to participate in decisions regarding your care. This includes your right to be informed of the diagnosis and prognosis of your condition.
- Be informed of appropriate treatment options, including their risks and benefits, alternative treatment options, the consequences of no treatment, and the results of medical care provided – including any unanticipated adverse outcomes.
- Request restrictions on how your medical and financial records are used and shared. However, Vanderbilt University Medical Center may choose not to accept these restrictions if necessary to your care.
- Have access to appropriate staff for the purpose of reporting suspected child abuse or adult abuse.
- Communicate with individuals outside the hospital.
- Have access to an interpreter, at no cost to you, if you are not fluent in English.
- Have access to auxiliary aids and assistive animals if you have an impairment which requires use of these.
- Have your instructions including Living Will, Durable Power of Attorney for Healthcare, and organ/tissue donations implemented.
- Meet with a clinical ethicist and/or Pastoral Services representative to discuss personal ethics, professional responsibilities, medical center policies, social values and conflict resolution.
- Refuse treatment (to the extent permitted by law).
- Examine and receive an explanation of all bills regardless of the source of payment.
- Request for Vanderbilt Medical Center to communicate with you at an alternative telephone number or address.

You will not be required to undergo involuntary treatment or be subjected to research or experimental procedures without your written consent, or that of your legal representative. You will not be transferred to another facility or location without a complete explanation of the necessity for such an action.

You and your family/guardian have the right to express dissatisfaction regarding the quality of care without jeopardizing future care.

You have the right to expect plans for reasonable continuity of care after discharge so that continuing health care needs may be met.

As a patient, you are encouraged to promote your own safety by becoming an active, involved and informed member of your health care team. This includes your right to:

- Ask questions if you are concerned about your health or safety.
- Verify the site/side of the body that will be operated on prior to the procedure.
- Remind staff to check your ID before medications are given, blood/blood products are administered, blood samples are obtained or prior to an invasive procedure.
- Remind the care-givers to wash their hands prior to giving care.
- Be informed about which medications you are taking and why you are taking them.
- Remember to look for an identification badge to be worn on all Medical Center employees.

As a patient at Vanderbilt University Medical Center, you are responsible for providing accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.

As a patient at Vanderbilt University Medical Center, it is your responsibility to:

- Ask questions
- Follow the treatment plan recommended by your caregivers
- Accept personal responsibility if you refuse treatment
- Provide a copy of your Advance Directives, Living Will, Durable Power of Attorney for Healthcare, and organ/tissue donation authorizations
- Observe hospital and clinic rules
- Adhere to the Medical Center's NO smoking policy
- Recognize and respect the rights of other patients, families and staff
- Report perceived risks and unexpected changes in your condition to your health care provider
- Fulfill your financial obligations

You are encouraged to ask questions about any of these rights that you do not understand. If you would like to express concerns regarding the quality of care you receive at Vanderbilt University Medical Center, please contact the Office of Patient Affairs: (615) 322-6154. You will receive a personal response.

*This information available in Spanish upon request.
Solicite la versión en español de esta información.*