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

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.
- Request that a family member and/or your personal physician be 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.
- Know the name and role of your care providers.
- Expect privacy during medical treatment and care and to receive our Notice of Privacy Practices.
- Request that a person of your own gender be present during physical examinations.
- Confidentiality of your records and communications to the extent provided by law.
- 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 that requires use of these.
- Examine and receive an explanation of all bills regardless of the source of payment.
- Consult with other physicians at your own expense.
- A fair and objective review of any complaint you have against your health plan, doctors, hospitals, or other health care personnel. Sharing your concerns and complaints will not compromise your access to care, treatment and services.

You have the right to participate in your health care. This includes your 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 about the diagnosis and prognosis of your condition in a language or method of communication that you understand of the diagnosis and prognosis of your condition.
- Be informed of the proposed treatment, including the anticipated results of the treatment and associated risks and benefits, alternative treatment options and their risks and benefits, and the consequences of no treatment.
- Be asked about and give approval or refuse to allow the taking of photos or videos except when a photo/video is needed for treatment purposes.
- Have your instructions including Living Will, Durable Power of Attorney for Healthcare, and organ/tissue donations implemented.
- Meet with a clinical ethicist, Pastoral Services representative and/or Patient Advocate to discuss personal ethics, professional responsibilities, medical center policies, social values and conflict resolution.
- Refuse treatment (to the extent permitted by law) and to be informed of the medical consequences of your refusal.
- Leave the hospital against the advice of your doctor to the extent permitted by law. (If you choose to do so, the hospital and doctors will not be responsible for any medical consequences that may occur.)
- 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.
- Receive information about appropriate continuation of care and not to be transferred to another facility without a complete explanation of the necessity for the transfer.

As a patient in our hospital, you are encouraged to promote your own safety by becoming an active, involved and informed member of your health care team by:

- Verifying the site/side of the body that will be operated on prior to the procedure.
- Reminding staff to check your ID band before medications are given, blood/blood products are administered, blood samples are obtained or prior to an invasive procedure.
- Asking whether the care-givers wash their hands prior to giving care.
- Remembering to look for an identification badge to be worn on all Medical Center employees.
- Asking questions
- Being informed about which medications you are taking and why you are taking them.

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

- Provide us with a copy of your Advance Directives, Living Will, Durable Power of Attorney for Healthcare, and organ/tissue donation authorizations
- Observe hospital and clinic rules, including the NO smoking policy.
- Act in a manner that is respectful of other patients, families and staff and facility property.
- Report any concerns or changes in your condition to your healthcare provider
- Fulfill your financial obligations
- Keep appointments and be on time for your appointments.
- Alert staff to any privacy concerns you may have.

To Express a Concern:
You or your family/guardian have the right to express dissatisfaction to any staff member about any aspects of the quality of care that has been provided without jeopardizing future care. Any staff member may help you contact the Office of Patient Affairs: (615) 322—6154.
You may also contact the Joint Commission at (630) 792-5800 or http://www.jointcommission.org/ with any patient safety or quality of care concerns.

The Tennessee Department of Health is also available to assist you with any questions or concerns.

State of Tennessee. Department of Health
Bureau of Manpower and Facilities
Middle Tennessee Regional Office
710 Hart Lane, First Floor
Nashville, TN 37247-0530
Phone: (615) 650-7100
Fax: (615) 650-7101

If you have TennCare and have problems with getting medical care, please ask the receptionist for information on obtaining a “TennCare Medical Appeal” form. TNCARE Solutions is also available to assist you.

TNCARE Solutions
PO Box 593
Nashville, TN 37202-0593
Phone: 1-800-878-3192
TTY/TDD: 1-800-772-7647
Espanol: 1-800-254-7568

This information is available in Spanish upon request.

Solicite la version en espanol de esta información.