

TIFT REGIONAL MEDICAL CENTER

PATIENT RIGHTS

As a hospital patient, there are certain rights to which you are entitled and certain obligations which you assume as your responsibility. Tift Regional Medical Center recognizes the right of every individual to independence of expression of values and beliefs, to have a part in decisions and actions which affect him/her and to expect proper regard for personal dignity in human relationships during their stay as a patient in the hospital. The policy regarding patient rights and responsibilities applies to all patients who utilize the services of Tift Regional Medical Center, whether adult, neonate, child or adolescent, the patient rights and responsibilities extend to and/or are explained to these patients and/or their parents/guardians. Tift Regional Medical Center regards patient satisfaction an important part of the well being of the patient. Because of this belief, a patient representative or house supervisor is available to assist with complaints, concerns or grievances at any time. If the concerns cannot be resolved through the hospital staff, the individual has the right to contact one of the following external agencies: Joint Commission's Office of Quality Monitoring at 1-800-994-6610 or email: complaint@jointcommission.org or Georgia Department of Human Resources, Office of Regulatory Services at 1-800-878-6442

At Tift Regional we maintain that the patient has the basic right to:

Access To Care: Individuals shall be accorded impartial treatment or accommodations that are available or medically indicated, regardless of race, creed, sex, national origin, or sources of payment for care.

Respect and Dignity: The patient has the right to considerate, respectful care at all times and under all circumstances, with recognition of his/her personal dignity. Respectful and dignified care includes the acknowledgement and acceptance of the patient's report of all symptoms.

Pain Management: The patient has the right to appropriate management of pain and to have this right respected and reported.

Privacy and Confidentiality: All Patients have the right, within the law, to every consideration of privacy concerning their medical care program. All patients are assured confidential treatment of their medical record by the state and federal law. These statutes and regulations control the release of information contained in your medical record.

Personal Safety: The patient has the right to expect reasonable safety insofar as the hospital practices and environment are concerned.

Identification of Caregivers: The patient has the right to know the identity and professional status of individuals providing service to him/her and to know which physician or other practitioner is primarily responsible for his/her care.

Information: The patient has the right to obtain, from the practitioner responsible for coordinating his/her care, complete and current information concerning his/her diagnosis (to the degree known), treatment, and any known prognosis.

Communication: The patient has the right of access to people outside the hospital by means of visitors and by verbal and written communication. Accommodations for the blind and/or deaf will be provided as needed. To ensure effective communication with patients and their companions who are deaf or hard of hearing or who have speech impairments, we provide appropriate auxiliary aids and services free of charge, such as: sign language and oral interpreters, TTY's, note takers, written materials, telephone handset amplifiers, telephones compatible and hearing aids and closed caption decoders. For Limited English Proficient Patients, there is an interpreter on staff. For assistance, please go to the nearest nurses' station.

Consent To Treatment: The patient has the right to reasonable informed participation in decisions involving his/her health care. The patient should not be subjected to any procedure without his/her voluntary, competent, and understanding consent or the consent of his/her legally authorized representative. Where medically significant alternatives for care or treatment exist, the patient should be so informed.

Consultation: The patient, at his/her own request and expense, has the right to consult with a specialist.

Refusal of Treatment: The patient may refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions.

Transfer And Continuity Of Care: A patient may not be transferred to another facility or organization unless he/she has received a complete explanation of the need for the transfer and of the alternatives to such a transfer and unless the transfer is acceptable to the other facility or organization.

Information Regarding Hospital Charges: Regardless of the source of payment for his/her care, the patient has the right to request and receive an itemized and detailed explanation of his/her total bill for services rendered in the hospital. The patient has the right to timely notice prior to termination of his/her eligibility for reimbursement by a third-party payer for the cost of his/her care.

Notice of Hospital Rules and Regulations: The patient should be informed of the hospital's rules and regulations applicable to his/her conduct as a patient. Patients are entitled to information about the hospital's mechanism for the initiation, review, and resolution of patient complaints.

Notice of Privacy Practices: The patient has the right to receive a copy of the Hospital's Joint Notice of Privacy Practices describing how the patient's protected health information may be used and disclosed, how the patient may access this information and the Hospital's duties and obligations with regard to such use and disclosure.