



# Health Focus

## What are your rights?

You have the following rights. If someone is helping you make healthcare decisions, he or she may exercise these rights for you.

### **Quality of care – You have the right to:**

- Quality care by skilled doctors and staff.
- Be treated for your pain.
- Treatment that is as comfortable as possible.
- Emergency procedures without unnecessary delays.
- Help decide the details of your plan of care.
- Ask for a second opinion, at your expense.

### **Safety – You have the right to:**

- Safe care.
- Know when something goes wrong with your care.
- Have a family member or friend, as well as your doctor, notified promptly of your admission to the hospital.
- Be free from all forms of abuse and neglect.
- Be free from the use of restraints unless needed for safety.

### **Voice and choice – You have the right to:**

- Get information in a manner you understand.
- Make informed decisions about your care.
- Refuse care.
- Make advance directives and have your medical wishes followed.
- Contact a person or agency to protect your rights.
- Have a support person with you for emotional support.
- Agree or refuse to allow pictures for purposes other than your care.
- Religious and other spiritual services that you choose.
- Complain without fear and have your complaints reviewed.

### **Affordability – You have the right to:**

- A detailed bill and an explanation of that bill.
- Information about resources to help pay for your healthcare.

### **Authentic personalized relationships – You have the right to:**

- Know the names and jobs of the people who care for you.
- Privacy and access to medical information as described in Novant Health's Notice of Privacy Practices.

## What are your rights? cont.

- Be treated with respect and dignity.
- Treatment without discrimination.
- Respect for your culture, values, beliefs and preferences.
- Visitors of your choice. We will inform you of any restrictions.
- Personal privacy.

### Easy for me – You have the right to:

- Sleep in the hospital without being awakened unless necessary.
- Know about rules that apply to your actions.
- Help in discharge planning from the hospital.

### What is your role in your healthcare?

- Be an active partner in your healthcare.
- Ask questions.
- Keep appointments.
- Be respectful to other people and their property.
- Follow the facility's rules.
- Follow your care instructions.
- Share as much health information with us as possible.
- Tell us about changes in your condition.
- Tell us when you are in pain.
- Give us a copy of your advance directive(s).
- Leave your valuables at home.
- Pay for your care.

**For comments, complaints, grievances**, or to report safety concerns, you may contact this Novant Health facility or call, toll-free **1-888-648-7999**. After normal business hours, please leave a message and someone will return your call the next business day.

You also may lodge a grievance directly with the following:

#### **North Carolina Division of Health Service Regulation**

Attention: Rita Horton  
9960 Mayland Drive, Suite 401  
2711 Mail Service Center, Raleigh, NC 27699-2711  
800-624-3004 (toll free for NC residents)  
919-855-4500 (local and outside NC)

#### **Virginia Department of Health**

Office of Licensure and Certification  
9960 Mayland Drive, Suite 401  
Richmond, VA 23233-1463  
Toll Free: 1-800-955-1819 or  
Metro Richmond area: (804) 367-2106

#### **The Joint Commission**

One Renaissance Blvd.  
Oakbrook Terrace, IL 60181  
800-994-6610

#### **South Carolina**

Department of Health and Environmental  
Control  
2600 Bull Street Columbia, SC 29201  
(803) 898-3300