

The employees and medical staff of EMORY HEALTHCARE recognize that you are an individual with unique needs and perspectives. The following reflects your rights and responsibilities as we work with you to provide your care.

## **YOU HAVE A RIGHT TO:**

- Participate in the development and implementation of your plan of care
- Make informed decisions regarding your care
- Know who is responsible for coordinating your care
- Receive considerate and respectful care without discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression, as well as source of payment for care
- Expect your care to be given with regard to your safety and in a safe setting
- Expect care to be given in an environment free from all forms of abuse or harassment
- Receive appropriate assessment and management of pain
- Ask for and receive complete and understandable information about your condition and care
- Request and/or refuse treatment
- Have access to treatment facilities that are available and medically indicated
- Request auxiliary aids when necessary for effective communication
- Receive respect for your cultural and spiritual beliefs
- Formulate advance directives and expect that hospital staff will honor these directives
- Have a family member or representative of your choice notified promptly of your admission to the hospital, and be present during your stay to visit or provide support (unless their presence interferes with others' rights, safety or is medically contraindicated)
- Have your attending physician notified promptly of your admission to the hospital
- Have a right to personal privacy
- Receive private and confidential care
- Receive an explanation of your bill
- Request and receive information contained in your medical record within a reasonable time frame
- Expect that confidentiality of information in your medical record will be maintained
- Ask for and receive guidance from the hospital Ethics Committee
- Be free from any restraint or seclusion that is not clinically necessary or necessary in an emergency situation to ensure your immediate physical safety, or the safety of others
- Voice concerns to hospital staff, medical staff, or Patient & Family Advocacy without fear of reprisal or discrimination
- Request assistance for concerns, or file a formal grievance with Patient & Family Advocacy and receive a written response
- Utilize the hospital's grievance process as well as, or instead of, filing a complaint with the Georgia Department of Community Health, Two Peachtree Street, NW, Atlanta, Georgia 30303 (404-657-5726 or 1-800-878-6442), and/or The Joint Commission (TJC) at 1-800-994-6610 or e-mail at [complaint@jointcommission.org](mailto:complaint@jointcommission.org); Ambulatory Surgery complaints may be filed with the Office of Medicare Ombudsman at 1-800-MEDICARE or [www.medicare.gov/ombudsman/resources.asp](http://www.medicare.gov/ombudsman/resources.asp)

## **YOU HAVE A RESPONSIBILITY TO:**

- Provide complete and accurate health, medical and insurance information including an advance directive if available
- Be considerate and respectful of other patients, hospital staff and hospital property and encourage your visitors to do the same
- Ask questions when in doubt
- Communicate changes in your health and/or condition to your caregivers
- Follow your caregivers' instructions or discuss with them any obstacles you may have in complying with your prescribed treatment plan
- Accept responsibility for refusing treatment or not following your prescribed treatment plan
- Be aware that your right to be involved in your plan of care does not include receiving medically unnecessary treatment
- Meet financial obligations associated with the health care services received
- Respect and follow hospital rules including those that prohibit offensive, threatening, and /or abusive language or behavior

**If our staff have been unable to resolve your question or concern please contact:**

**Emory University Hospital:** Patient & Family Advocacy at 404-686-7593

**Emory University Hospital Midtown or Emory University Orthopaedics & Spine Hospital:**  
Patient & Family Advocacy at 404-686-1999

**Wesley Woods Center:** Office of Complaints/Relations at 404-728-6464

**The Emory Clinic:** Patient & Family Advocacy at 404-778-3539