



PATIENT RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS AS A PATIENT of THE MED AND HEALTH LOOP

YOUR RESPONSIBILITIES AS A PATIENT

You are responsible for providing information about your health, including past illnesses, hospital stays, allergies, use of current medications and last time you took your medications.

You are responsible for asking questions when you do not understand information or instructions. If you believe you cannot follow through with your treatment you are responsible for telling your healthcare provider.

You are responsible for reporting perceived or known unsafe circumstances or practices including the use of street drugs or use of drugs taken that were not prescribed for you.

You and your visitors are responsible for being considerate of the needs of other patients, staff and the Organization and for contributing to a safe environment for all patients.

You are responsible for providing information for insurance, and working with the Organization to arrange payment when needed.

You are responsible for recognizing the effect of lifestyle on your personal health and for reporting perceived and known risks to your healthcare provider.

Adopted from The Regional
Medical Center at Memphis
Administrative Policy entitled
"Patients' Rights and
Responsibilities."

You have the right to considerate and respectful care in a safe environment, free from mental, physical, sexual, and verbal abuse, neglect, exploitation and harassment and access to protective and advocacy services. You have the right to an environment that preserves dignity and contributes to a positive self-image.

You have the right to have complaints about care and/or services addressed and may do so through a number of options including, but not limited to: Patient Advocate, Guest Services and the Ethics Committee.

You have the right to be well-informed about your illness, possible treatments, and likely outcomes and to discuss this information with your healthcare provider. You have the right to be informed of unexpected or unanticipated outcomes should they occur. You have the right to know the names and roles of people treating you.

You have the right to know that The Regional Medical Center at Memphis and the Health Loop (hereafter, the Organization) are teaching sites for the University of Tennessee, Memphis, College of Medicine. Under most circumstances, unless you are cared for or admitted by your own private healthcare provider, you will be participating, to some extent, in the teaching program of the University of Tennessee. This means that you will be cared for or admitted by doctors or nurse practitioners who work for the University of Tennessee and UT Medical Group, Inc.

You have the right to consent to or refuse a treatment, as permitted by law, throughout your hospital stay or outpatient visit. If you refuse a recommended treatment, you will receive other needed and available care.

You have the right to an advance medical directive, such as a Living Will or Durable Power of Attorney for Healthcare. These documents express your choices about your future care or name someone to make those choices if you cannot speak for yourself.

You have the right to privacy. The Organization, your healthcare provider, and others caring for you will protect your privacy as much as possible.

You have the right to expect that treatment records are confidential unless you have given permission to release information or reporting is required or permitted by law.

You have the right to obtain a copy of your medical record after you are discharged or after your visit. You should make your request in writing and comply with appropriate organization rules.

You have the right to expect that the Organization will give you necessary health services to the best of its ability. You will not be transferred to another institution until that institution agrees to accept you.

You have the right to consent or decline to take part in research affecting your care. If you choose not to take part, you will receive the appropriate care available in our organization.

You have the right to be told of realistic care alternatives when services or care by the Organization are no longer appropriate.

You have the right to appropriate assessment and management of pain and appropriate pain relief. You have the right to be involved in all aspects of your care.

You have the right to know about charges, payment methods and to receive notice of non-covered charges.

You have the right as a patient of The MED to contact Guest Services at (901) 545-7123 for any questions or complaints. For Health Loop patients you may contact (901) 515-4576 if you should have questions or complaints.

You have a right to contact the State of Tennessee Complaint Line at (800) 852-2187, if you are not satisfied with the handling of your complaint.

**KNOW
YOUR
RIGHTS**