

N Patient Bill of Rights & Responsibilities

You have important rights and responsibilities as a patient; if someone else is making your healthcare decisions for you, that person will exercise your rights for you. We want you to be an active member of your care team and tell us what is important to you, so we can honor your personal preferences and values. We also need your help to make sure our surroundings are safe and healing. In order to do this, all the members of the healthcare team – including you and your visitors – must treat others with courtesy, respect, and dignity. By working together, we can make your experience remarkable!

You have the right to –

- ❖ Quality care and professional standards that are maintained and reviewed.
- ❖ Care in a safe setting.
- ❖ Treatment that is as comfortable as possible.
- ❖ Be free from medical and nursing procedures that are not needed.
- ❖ Have emergency procedures performed without unnecessary delay.
- ❖ Ask for a second opinion, at your expense.
- ❖ Be transferred to another facility when it is needed. We will explain why you need to be transferred and what the available alternatives are.
- ❖ Sleep in the hospital without being awakened, unless medically necessary.
- ❖ Be free from all forms of abuse, harassment, exploitation, and neglect.
- ❖ Be free from restraints and seclusion, unless needed for safety.
- ❖ Know if something goes wrong with your care.
- ❖ Be treated with respect and dignity.
- ❖ Treatment without discrimination.
- ❖ Know the names and jobs of the team members who care for you.
- ❖ Have a support person and visitors of your choice, even if they are not related to you if it will not interfere with your treatment. We will inform you of any restrictions.
- ❖ Have a family member or friend, as well as your doctor, notified if you are admitted to the hospital.
- ❖ Respect for your culture, values, beliefs, and preferences.
- ❖ Know the rules that apply to your behavior.
- ❖ A detailed bill and an explanation of that bill.
- ❖ Information about resources to help you pay for your healthcare. If you have questions about your hospital bill, call 1-703-369-8300 or email us at NHCSCC@novanthealth.org
- ❖ Help decide the details about your care.
- ❖ Make informed decisions about your care, except in emergencies.
- ❖ Refuse care.
- ❖ Make advance directives and have your medical wishes followed.
- ❖ Contact a person or agency to protect your rights.
- ❖ Get information in language you understand. If it is not possible to give information to you, we will give it to the person you designate.
- ❖ Language assistance services free of charge, including an interpreter if needed.
- ❖ Information about the care you may need when you are discharged and how you can get that care.
- ❖ Personal privacy.
- ❖ Privacy, confidentiality, and access to medical information as allowed by law. Novant Health's Notice of Privacy Practices describes your rights and our obligations related to medical information

- ❖ Know if you are being considered for a research or donor program and give your consent before participating in these programs.
- ❖ Religious and other spiritual services that you choose.
- ❖ Know about your rights as early as possible during your hospital stay.
- ❖ Agree or refuse to allow pictures for purposes other than your care.
- ❖ Complain without fear and have your complaints reviewed. You can directly contact:
 - **Novant Health Patient Services**
www.novanthealth.org/home/contact-center
 1 (888) 648-7999 (toll free) - After normal business hours, leave a message and someone will return your call the next business day.
New Hanover Regional Medical Center:
 Call the Patient Advocate Liaison (P.A.L.)
 New Hanover campus
 667-6655 or (910) 667-7771
NHRMC Orthopedic Hospital
 (910) 667-4888
 - **NC Division of Health Service Regulation**
 2711 Mail Service Center
 Raleigh, NC 27699-2711
 (919) 855-4500
 - **The Joint Commission**
 One Renaissance Blvd.
 Oakbrook Terrace, IL. 60181
 1 (800) 994-6610
 - **DNV**
 DNV provides five channels for submitting a hospital complaint:
 Website: <https://www.dnvhealthcareportal.com/patient-complaint-report>
 Email: hospitalcomplaint@dnv.com
 Phone: (866) 496-9647
 Fax: (281) 870-4818
 Mail: DNV Healthcare USA Inc.
 Attn: Hospital Complaints
 4435 Aicholtz Road, Suite 900
 Cincinnati, OH 45245
 - **Quality Improvement Organization (QIO) – Kepro (Medicare Beneficiaries)**
 5201 West Kennedy Boulevard, Suite 900
 Tampa, FL 33609
 1 (844) 455.8708

Your responsibilities are to –

- ❖ Be an active partner in your healthcare and ask questions.
- ❖ Treat others, including our team members, with courtesy and dignity.
- ❖ Respect the property of others.
- ❖ 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 and let us know when you are in pain.
- ❖ Give us a copy of your advance directive(s).
- ❖ Leave your valuables at home.
- ❖ Keep your appointments.
- ❖ Pay for your care.

Scan the QR Code to view a video summary of the Patient Rights & Responsibilities



Notice of Nondiscrimination

Novant Health complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently because of race, color, national origin, age, disability, or sex. Free aids and services are available to people with disabilities to help us communicate effectively with each other. This help includes:

- Qualified sign language interpreters
- Written information in other formats such as large print, audio, accessible electronic formats, etc.

Novant Health also provides free language services to people whose primary language is not English. These language services include:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact Novant Health interpreter services toll-free at 980-302- 9591, (TDD/TTY: 1-800-735-8262).