

# Patient Rights and Responsibilities

## Your Rights

### Quality Care

**You have the right to:**

- Equal care regardless of age, race, ethnicity, religion, culture or language.
- Equal care regardless of physical or mental disability, socio-economic status.
- Equal care regardless of sex, sexual orientation, and gender identity or expression.
- Have your culture, values, beliefs and preferences respected.
- Quality care in a safe setting by skilled doctors and staff.
- Have your pain managed.

- Refuse care or refuse to consent.
- Written or verbal messages you understand.
- Hospital provided interpreting services at no cost to you.
- Get information in a manner that meets your needs for vision, speech, hearing or cognitive impairments.
- Review your chart with your caregivers at any time during your stay.
- Complain without fear of revenge and have your complaints reviewed in a timely manner.

### Safety

**You have the right to:**

- Be free from neglect, misuse, verbal, mental, physical and sexual abuse.
- Be informed if something goes wrong with your care.
- Be free from seclusion or restraints unless needed for safety.
- Have access to protective and advocacy services.

### Affordability

**You have the right to:**

- Request a detailed bill with an explanation of that bill after discharge.
- Information about resources to help pay for your care.

### Meaningful Interactions

**You have the right to:**

- Be informed of your current health status.
- Help decide the plan for your care.
- Take part in your care as desired.
- A person of your choice, and your doctor, notified promptly when admitted to the hospital.
- Choose a person (lay caregiver) to be involved in your plan of care before and or after discharge.
- Be informed of care outcomes, treatment, and services you need for current and future decisions.

### Personal Care

**You have the right to:**

- Know the names and jobs of the people who care for you.
- Be treated with respect and dignity in a setting that promotes a positive self-image.
- Personal privacy.
- Religious and other spiritual services that you choose.
- Make advance directives.
- Have your medical and end of life care wishes followed and conflicts addressed.
- Have your rights protected and respected during any research like activities.
- Refuse to allow taping, films, or other images of you for purposes other than your care.

# Your Rights continued

## Visitation

### You have the right to:

- Know your visit rights, hours and limits that may apply to your visitors.
- Receive visitors of your choice with no discrimination.
- Know when the visitor's presence infringes on others' rights and/or safety.
- Know when you may not have a visitor because of a safety or medical reason.
- Withdraw or deny consent to receive specific visitors, either orally or in writing.
- To choose a support person to select visitors for you if you are unable to do so.

## What you need to do

You have the responsibility to:

### Be an Active Partner in Your Care

- Share as much health information with us as possible.
- Ask questions when you do not understand.
- Respect other people, their property and use civil language.
- Give us a copy of your advance directives.
- Tell us about changes in your condition.
- Follow hospital rules (to include your visitors)
- Tell us when you are in pain.
- Let us know if you are unable to follow your care orders.
- Leave your items of value at home.
- Meet financial commitments.
- Keep appointments.



**500 Hospital Drive  
Warrenton, VA 20186  
(540) 316-5000**

### **For comments, complaints or grievances, or to report safety concerns:**

Please speak to your doctor, nurse, or department leader. If you feel that your concern is not resolved contact the Nursing Supervisor at (540) 316-5566.

If you still have concerns after going home, you may call our confidential Patient Concern Line at (540) 316-5014. You will receive a call within two business days.

### **You may also file a grievance with the following:**

**Virginia Department of Health  
Office of Licensure and Certification**  
9960 Maryland Drive, Suite 401  
Richmond, VA 23233  
Phone: (800) 955-1819  
Email: OLC-Complaints@vdh.virginia.gov

**Virginia Health Quality Center**  
9830 Maryland Drive, Suite J  
Richmond, VA 23233  
Phone: (800) 545-3814

**Office of Quality and Patient Safety  
The Joint Commission**  
1 Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Fax: (630) 792-5636

Online at [www.jointcommission.org](http://www.jointcommission.org) using the "Report a Safety Event" link in the Action Center column on the home page.