

Statement of Patient Rights and Responsibilities

Your Rights

As a patient of St. Francis-Emory Healthcare, you have the right to...

1. Know who is taking care of you.
2. Get the information you can understand and get your questions answered so you can make good decisions about your care.
3. Refuse an exam or treatment and to be told of the risks of not having that exam or treatment
4. Get care that is respectful of your values and beliefs.
5. Have your own doctor, family member or someone else you want to have notified of your admission or discharge from the hospital.
6. Have your guardian, next of kin, or someone else make decisions for you if you can no longer make them on your own
7. Choose the visitors you want to see and those you don't want to see.
8. Get access to your medical record.
9. Ask that someone explain your hospital bill.
10. Have your medical information kept confidential
11. Be told about and give consent to take part in any research
12. Have your pain assessed and managed and to get information about how you can manage it
13. Get help in translating, for free, if you need it.
14. Make a complaint to the hospital or an agency about your care or if you think you are being discharged too soon.

Your Responsibilities:

As a patient of St. Francis-Emory Healthcare, you are responsible to...

1. Give correct, complete information about your symptoms, your history and any medicines you are taking.
2. Ask questions when you don't understand something.
3. Follow the plan that is recommended by your doctor.
5. Be considerate of other patients and hospital employees.
6. See that your bill is paid as quickly as possible by giving full and correct financial and insurance information.
7. First get permission to record any video or audio of the person taking care of you.

Problem Resolution

A problem can usually be taken care of easily by speaking with your nurse or other professional. If you feel an issue is not being taken care of, or if you need more help, please call the patient satisfaction director at ext. 24253. If you are calling from outside the hospital, dial (706) 596-4253.

If you feel that your issue is still not being taken care of, you may contact one of the agencies below.

Georgia Department of Human Resources

Healthcare Section Regulatory Services
2 Martin Luther King Drive, SE
East Tower-17th Floor, Ste. 1756
Atlanta, GA 30334
(404) 657-5728
(800) 878-6442
www.dch.georgia.gov

For information on filing a complaint with The Joint Commission,
call (800) 994-6610 or visit www.jointcommission.org

If you have Medicare, and you have a complaint about your quality of care, your coverage or your discharge, have a right to **take your complaint to the Quality Improvement Organization.** In Columbus, that organization is **Kepro.** (888) 317-0751, www.keproqio.com

A patient who feels he/she has been discriminated on the basis of race, color, national origin, disability, sex or age has the right to file a complaint with the **Office for Civil Rights (OCR).**

Your complaint must:

- Be filed in writing by mail, fax, e-mail, or <https://ocrportal.hhs.gov>
- Name the health care or social service provider involved, and describe the acts or omissions, you believe violated civil rights laws or regulations
- Be filed within 180 days of when you knew that the act or omission occurred. OCR may extend the 180-day period if you can show "good cause"

Mail to:
Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F HHH Bldg.
Washington, D.C. 20201
Email to OCRComplaint@hhs.gov

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