

PRATT MEDICAL CENTER, LTD

PATIENT RIGHTS AND RESPONSIBILITIES

PATIENT RIGHTS

What you should know...

➤ **Regarding Communication and Decision Making. *You have the right:***

- To know the name, role, and specialty of all people who are providing your care.
- To confidentiality of your medical information and records.
- To have your medical care and treatments explained to you clearly.
- To participate in informed decisions about your plan of care.
- To be treated with respect and dignity.
- To appoint a Healthcare Agent.
- To read your medical record and request a copy of your record be provided in a timely manner.
- To express concerns about your care or safety and receive a prompt response.
- To interpreter services and/or special devices if you are limited-English speaking, deaf or hard of hearing, visually impaired, or other impaired sensory/manual/speaking skills, at no cost to you.

➤ **Regarding Treatment and Care. *You have the right:***

- To have your Advance Care Plan (Advance Directive) honored, and to receive information on Advance Care Plans if you do not have one and request more information.
- To be kept safe at all times, and free from abuse or harassment.
- To personal privacy at all times within the capacity of the facility.
- To have your pain addressed promptly by your medical team.
- To refuse to be examined, observed, or treated by students or staff without jeopardizing your access to care.
- To be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience, or retaliation by staff.
- To receive complete information regarding your plan of care and treatment that is medically appropriate,

and to request and/or refuse treatment, but not the provision of treatment or services deemed medically unnecessary or inappropriate.

- To prompt life-saving treatment in an emergency, regardless of your economic status or source of payment.
- To receive the highest medical care that meets the standards of Pratt Medical Center, Ltd. regardless of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity, national origin or any disability or handicap or source of payment for your care.
- To notice of non-coverage
- To refuse to participate in medical research studies.

➤ **Regarding Personal Matters. *You have the right:***

- To tell us how, if at all, you would like your family to participate in your care and decision making.

➤ **Regarding Financial Matters. *You have the right:***

- To know if your doctor has a financial or other conflict of interest as it relates to your care.
- To request and receive information regarding financial assistance or no cost treatment.
- To request and receive an itemized bill and an explanation of the bill.

➤ **Effective Communication. *You have the right:***

- To interpreter services and/or special devices if you are limited-English speaking, deaf or hard of hearing, visually impaired, or other impaired sensory/manual/speaking skills, at no cost to you.
- If you prefer to have family members or friends help Interpret for you, this is your right. However, Pratt will still provide an interpreter when critical medical information is being discussed, to assure we have effective communication and to validate your family member or friend is interpreting medical information correctly. Remember, interpreters are provided at no charge to you.
- To effective communication.

Sign language and oral interpreters, TDD, video remote interpreting (VRI), assisted listening devices, closed caption TVs, picture boards, cue cards, documents in multiple languages and/or other auxiliary aids and services, are available free of charge to patients and companions who are deaf or hard of hearing, have speech disabilities, sensory/manual impairments, or are limited English

speaking people. For assistance, please contact any Pratt personnel.

- Written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms will be read to you out loud and forms will be explained to you by staff if you are blind or have low vision. Services include large print and material converted to Braille. For assistance, please contact any Pratt personnel.
- The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (Section 504) prohibits discrimination against people with disabilities. People who are deaf or hard of hearing, have speech disabilities, have sensory/manual impairments are blind or have low vision, have the right to request auxiliary aids and to receive services.
- For more information about the ADA, call the department of Justice's toll-free ADA Information Line at 1-800-514-0301, TDD: 1-800-514-0383 or visit the ADA Home Page at www.ada.gov.
- For more information about Section 504, call the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) at 1-800-368-1019, TDD: 1-800-537-7697 or visit OCR's Home Page at www.hhs.gov/OCR.

➤ **Accessibility. *You have the right:***

- To facilities that are accessible to you.
- To convenient off-street parking designated specifically for disabled persons.
- To curb cuts and ramps between parking areas and buildings.
- To level access into first floor level with elevator access to all other floors.
- To fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient units.

➤ **Voice your Concerns or Suggestions. *You have the right:***

- To know about resources within Pratt which are here to help you resolve problems and to answer questions about your stay and treatment. To file a complaint or grievance with Pratt, please contact Debbie Nance, Chief Operating Officer at 540-786-5243.

Grievances must be submitted to Pratt Healthcare Attention, Chief

- Operating Officer, within forty-five (45) calendar days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Chief Operating Officer or his/her designee shall conduct an investigation of the complaint and shall issue a written decision on the grievance no later than thirty (30) days after its filing.
- The person filing the grievance may appeal the decision of the Chief Operating Officer by writing to Pratt's President at PO Box 1460 Fredericksburg, Va 22402 within fifteen (15) calendar days of receiving the decision. Pratt's President shall issue a written decision in response to the appeal no later than thirty (30) calendar days after its filing.
- Pratt will make appropriate arrangements to ensure that individuals with disabilities are provide with appropriate auxiliary aids and services, if needed, to participate in this grievance process.
- Such arrangement may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier free location for the proceedings.
- Filing a grievance with Pratt's Chief Operating Officer (or his/her designee) does not prevent the patient or his/her companion from filing a grievance with the U.S. Department of Health and Human Services, Office of Civil Rights.
- To file a grievance with the U.S. Department of Health and Human Services, Office of Civil Rights, please file the grievance electronically through the Office for Civil Rights Compliant Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

PATIENT RESPONSIBILITIES

What you should know...

As a patient, healthcare agent, or guardian, Pratt ask that you:

- Provide us with a copy of your Advance Care Plan (Advance Directive).
- Provide complete and accurate information about your medical history.
- Tell a doctor or nurse when you feel better or worse, especially if there is a sudden change in how you feel.
- Work collaboratively with your medical team.
- Speak up if you have a concern about your safety as a patient.
- Be considerate of other patients. This includes helping to control noise.
- Follow the rules of the facility which are designed to keep you, other patients, and visitors safe and comfortable.
- Not smoke or use tobacco products, including e-Cigarettes(vaping) in our facilities.
- Provide accurate information about your insurance or lack of insurance.
- To make arrangements for payment of your bill to the extent that you can.
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PRATT'S NONDISCRIMINATION POLICY

As a recipient of Federal financial assistance Pratt Medical Center, Ltd. does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, culture, color, religion, marital status, age, sex, sexual orientation, gender identity or gender expression, national origin or any disability or handicap or source of payment in admission or access to, or treatment or employment under any of its programs and activities, whether carried out by Pratt Medical Center, Ltd. directly or through a contractor or any other entity with which Pratt Medical Center, Ltd. arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, and 28 CFR Part 35.

Pratt Medical Center, Ltd. has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances alleging any action prohibited by Section 504 and Title III of the ADA, or the Federal regulations implementing these laws.